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AEG Pro Forma 3.0

Australian User Manual

October 2014

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1 AEG Pro forma

The AEG Pro forma consists of:

1. An order placing area
2. An admin area

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2 Site user roles

1. Store sales staff
2. Store administrator

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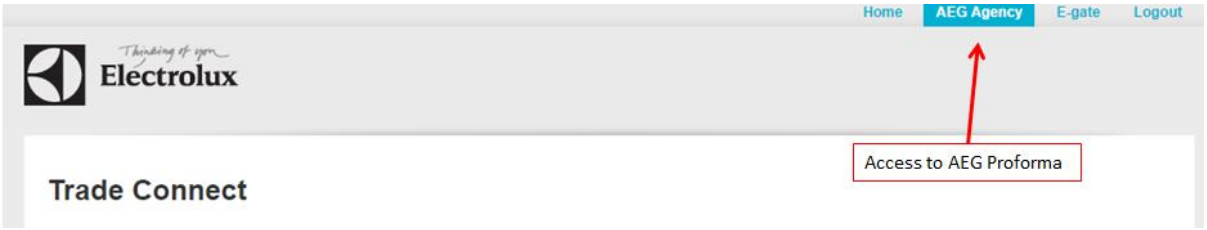
3 Logging in

The first step to accessing the AEG pro forma is logging in to Trade connect with the store based log in.

Australian website address	http://trade.electrolux.com.au/aegproforma or https://aeg.electrolux.com.au/
Store username	Staff email address (supplied separately)
Admin username	Supplied separately

To login to the system, enter your user name and password in the required fields when you visit the address.

If you are accessing via Trade Connect the store will be able to access a button in the header navigation (AEG Agency) that will link you to the pro forma site.



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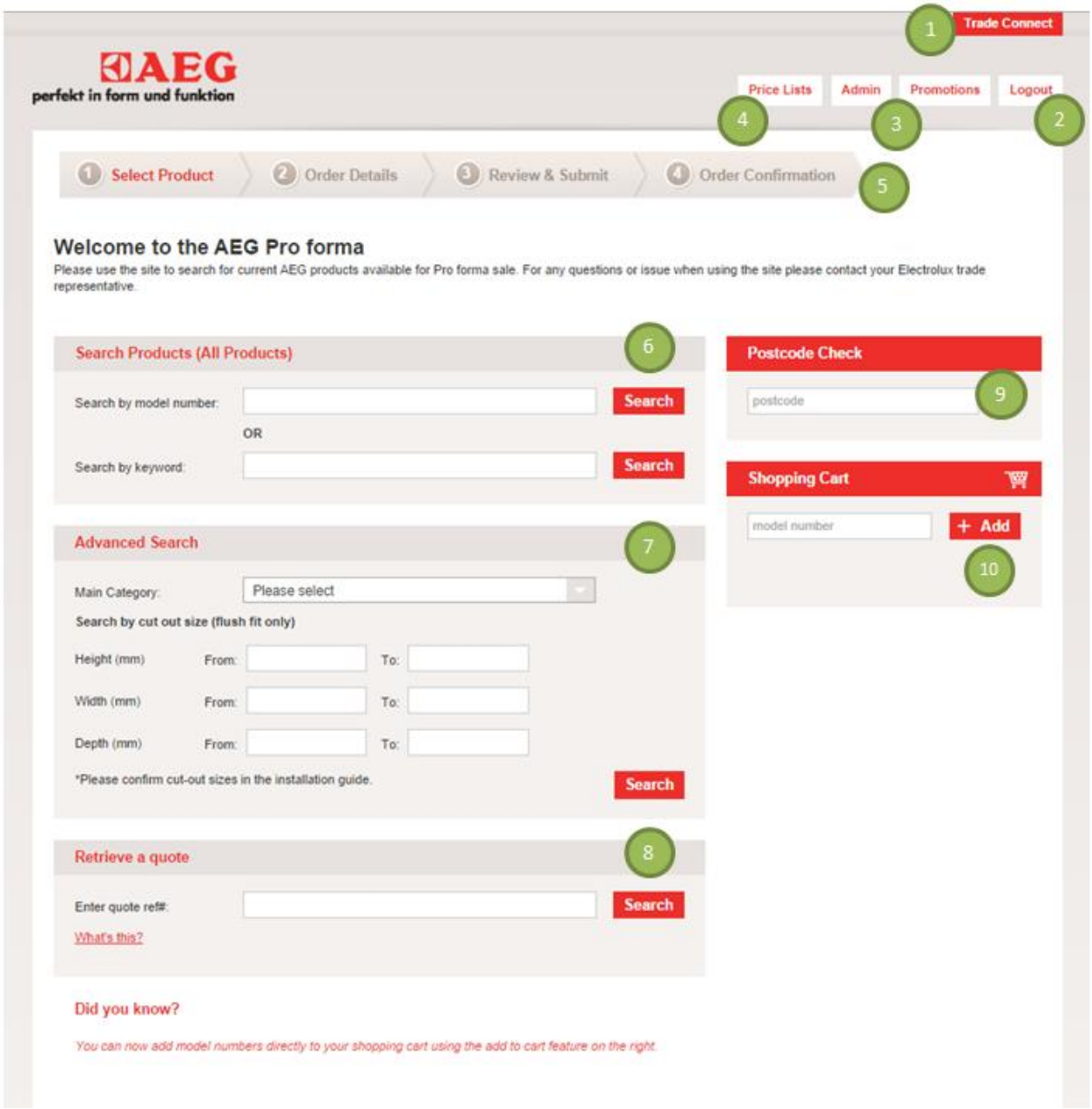
4 Navigation

Once inside the AEG Pro Forma the following items will be available.



1. **Access to Trade Connect** via the 'Trade Connect' button
2. **Logout button** to log out of AEG Proforma
3. **Access to Admin pages, promotions.** Admin section contains: Find order, Sales reports, Quotes Report, Consignment SOH Report, User manual, Manual Order Form, Change Password and Store Admin.
4. **Price Lists –** Shows list of product price lists, these are downloadable PDF documents
5. **Ordering process menu.** Represents the step of the ordering process.

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6. **Keyword and model number search.** Allows the user to search by model name or keyword.
7. **Advanced search.** Allows the user to search by category or cut out dimensions.
8. **Retrieve a quote**: Allows the user to retrieve a past quote made in that store.
9. **Postcode check.** Allows the user if customer's postcode can be delivered to.
10. **Shopping cart** – quick access to add a model to shopping card

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5 Type of Orders

There are three types of orders available

1. **Stock required from AEG** – this is a regular order that is sent to AEG for processing and fulfillment
2. **Consignment SOH** – this is an order that requires a product to be physically at the store and the store fulfills the order
3. **Mixed order** – this is a situation when a customer buys a mix of regular and consignment stock products

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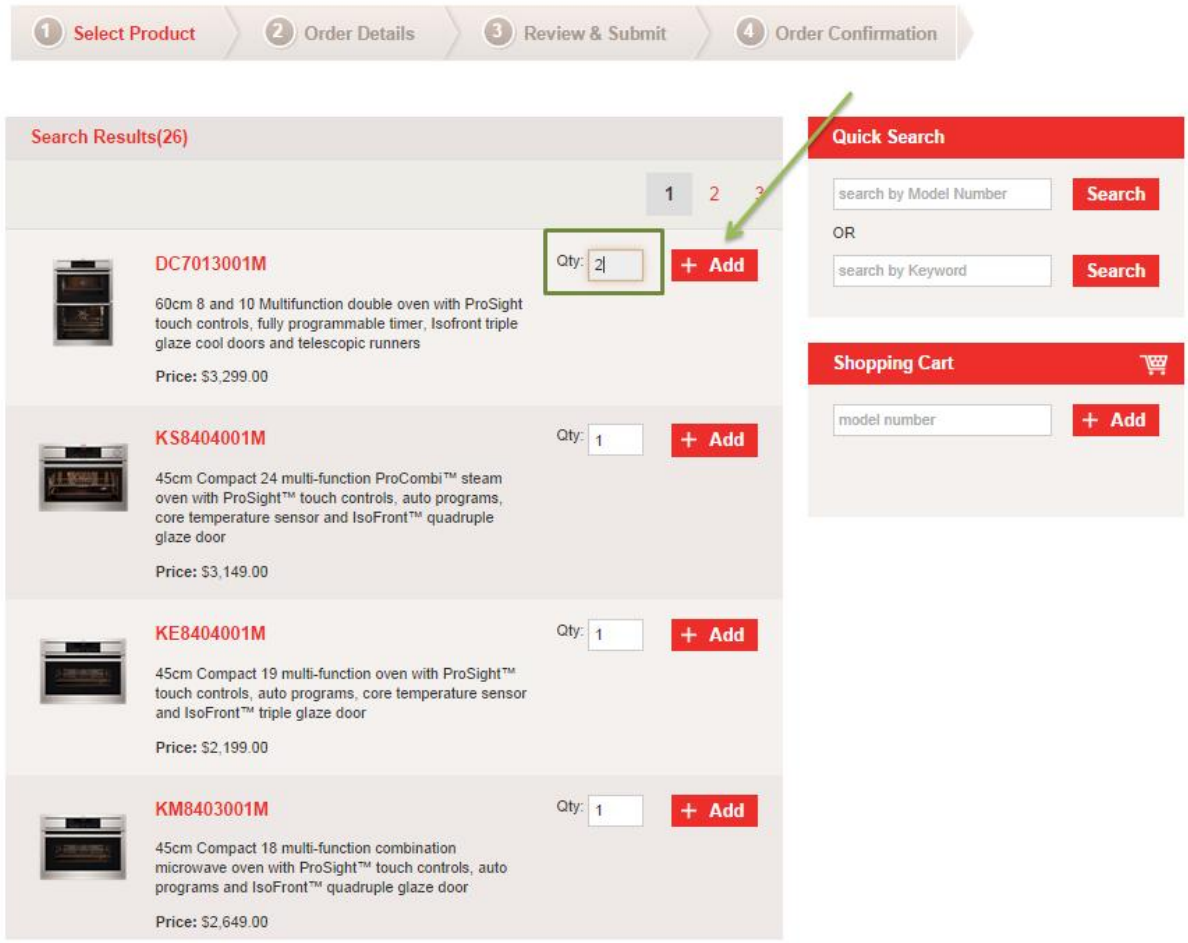
6 Adding products to your cart

This can be done in 3 ways:

6.1 Searching for products and adding products from the search results screen.

Add products from the search result page using quantity field and the 'Add button' e.g. enter '2' in the Qty field beside model number and press 'Add'.



6.2 From an individual product page

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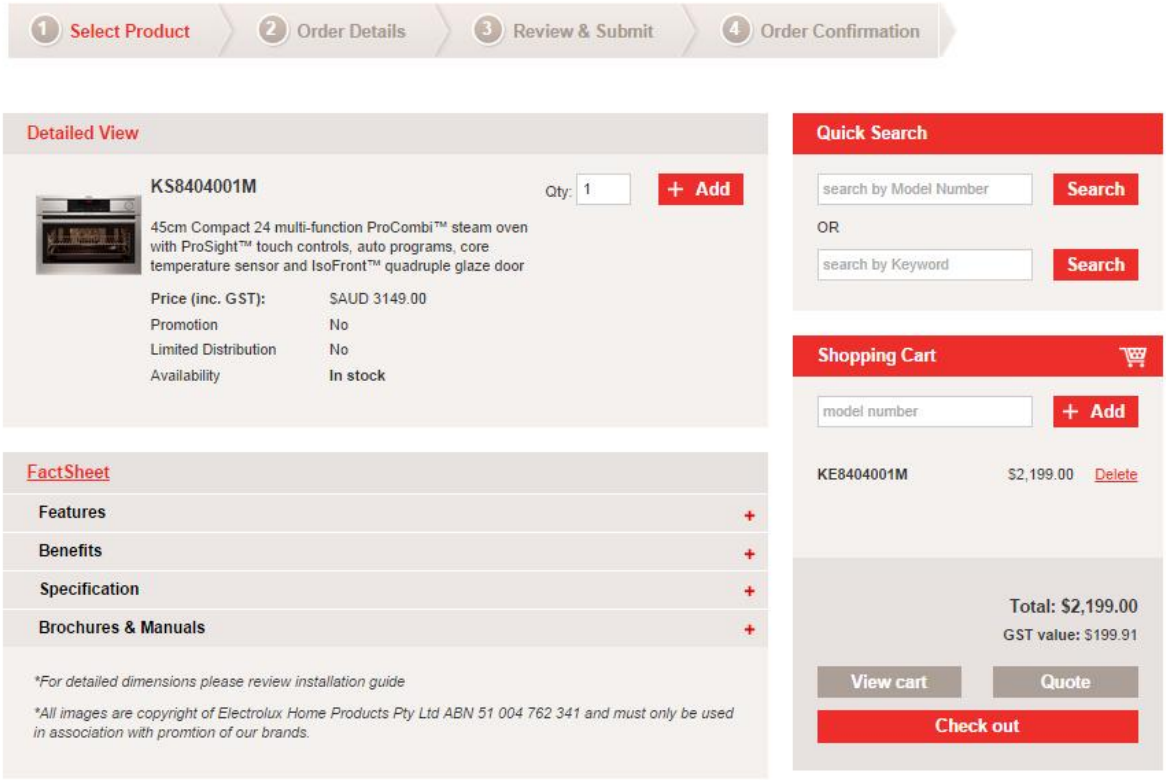
Search for a product and click on the model number. This opens a page with the product details. Adjust the quantity if needed and click on the Add button.



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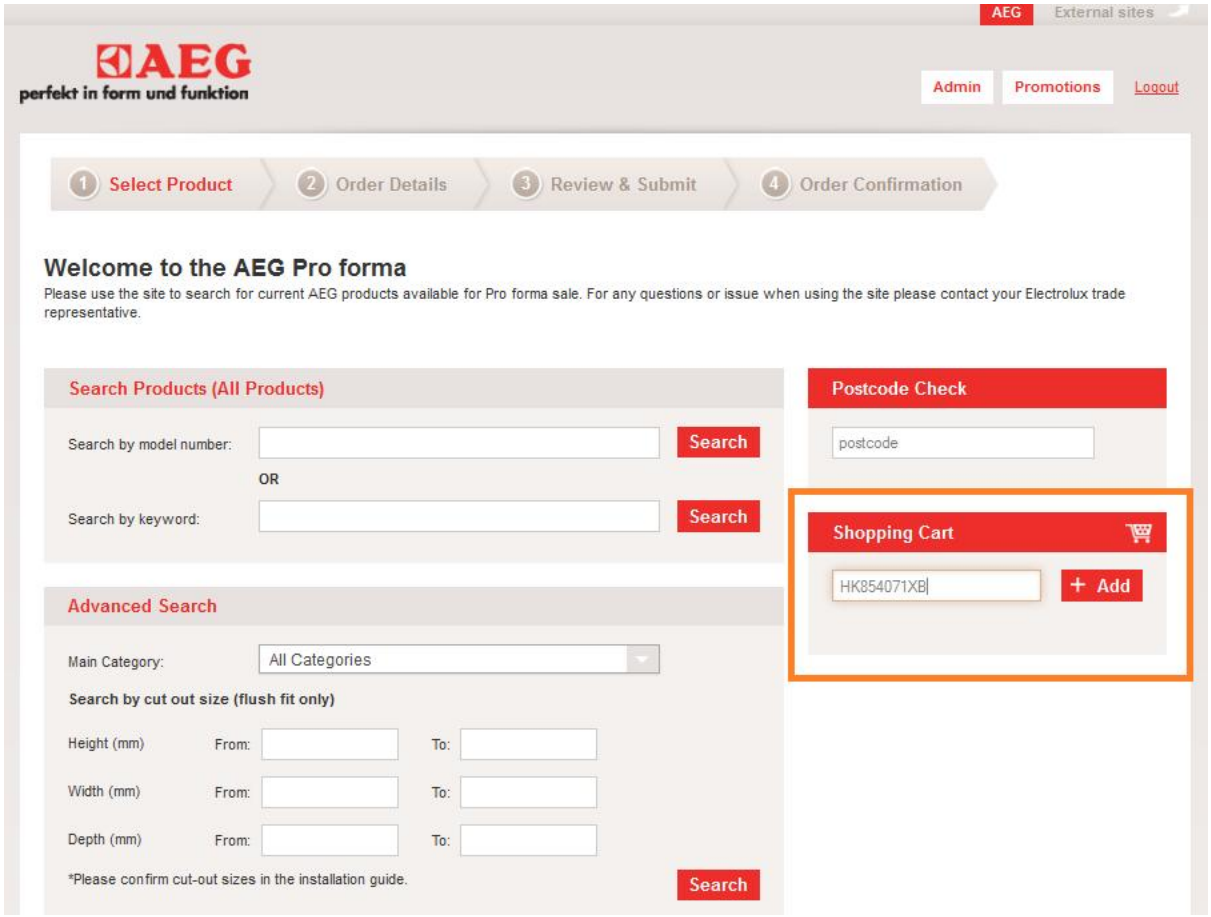
6.3 Adding a model directly to the cart

On any page where you can see the shopping cart preview and model number field just type in the model number and click on the Add button.



You can enter a model number and select the Add button to cart to add it directly to the cart.

To use this method to add multiple quantities of the model number simply enter the model number again to add an additional item to the cart.

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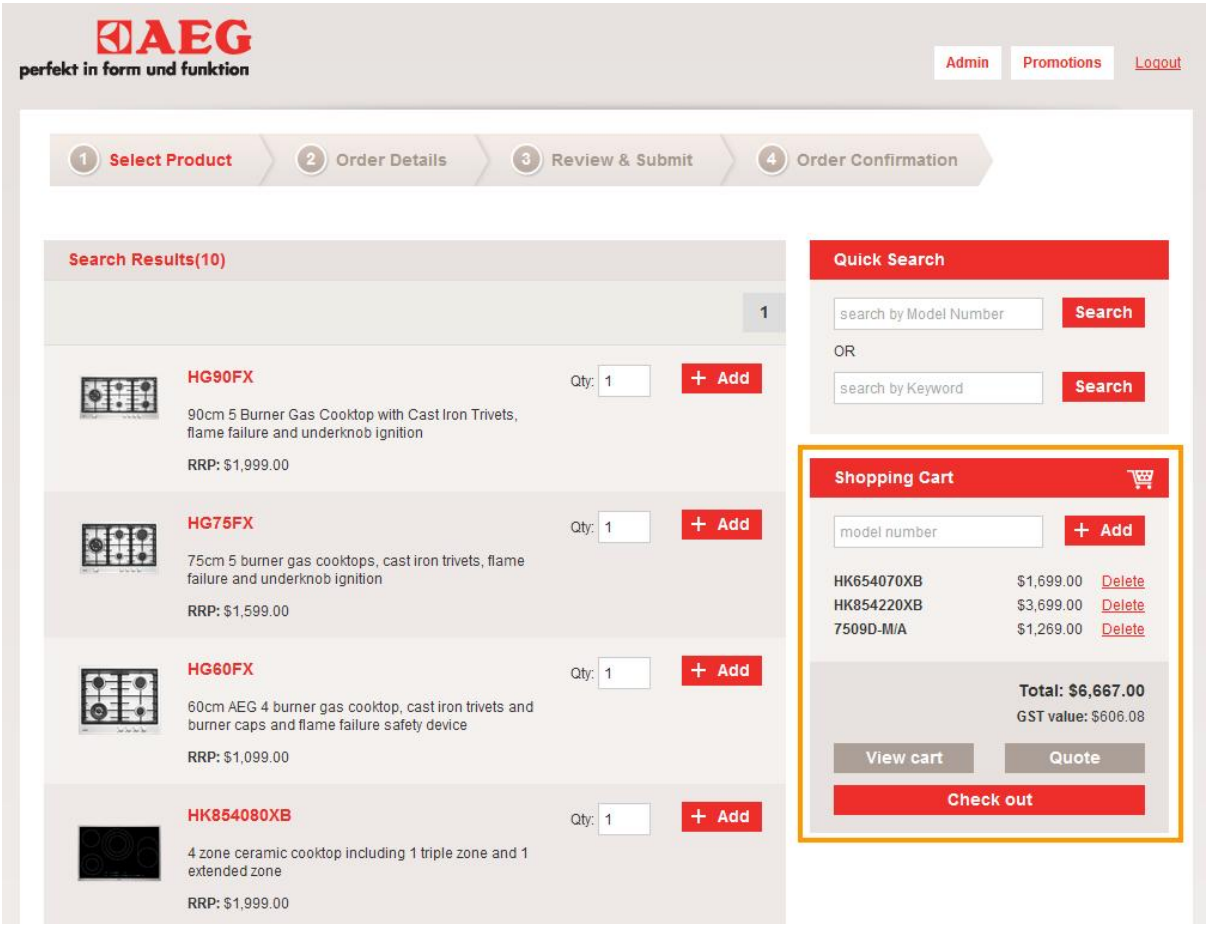
7 The shopping cart

There are two ways of viewing the shopping cart:

7.1 The shopping cart preview

Where the shopping cart is available for editing, a shopping cart preview will be visible in the right hand navigation of the site.



From here the user has the option of:

- Adding a model number directly to their cart (the **Add (+)** button)
- Removing a model number and all its quantity from their cart (the **Delete** button next to a model number)
- Checking out and moving directly to the customer details screen (the **Check out** button)
- Generating a quote (the **Quote** button)
- Viewing their cart on a new page (the **View cart** button)

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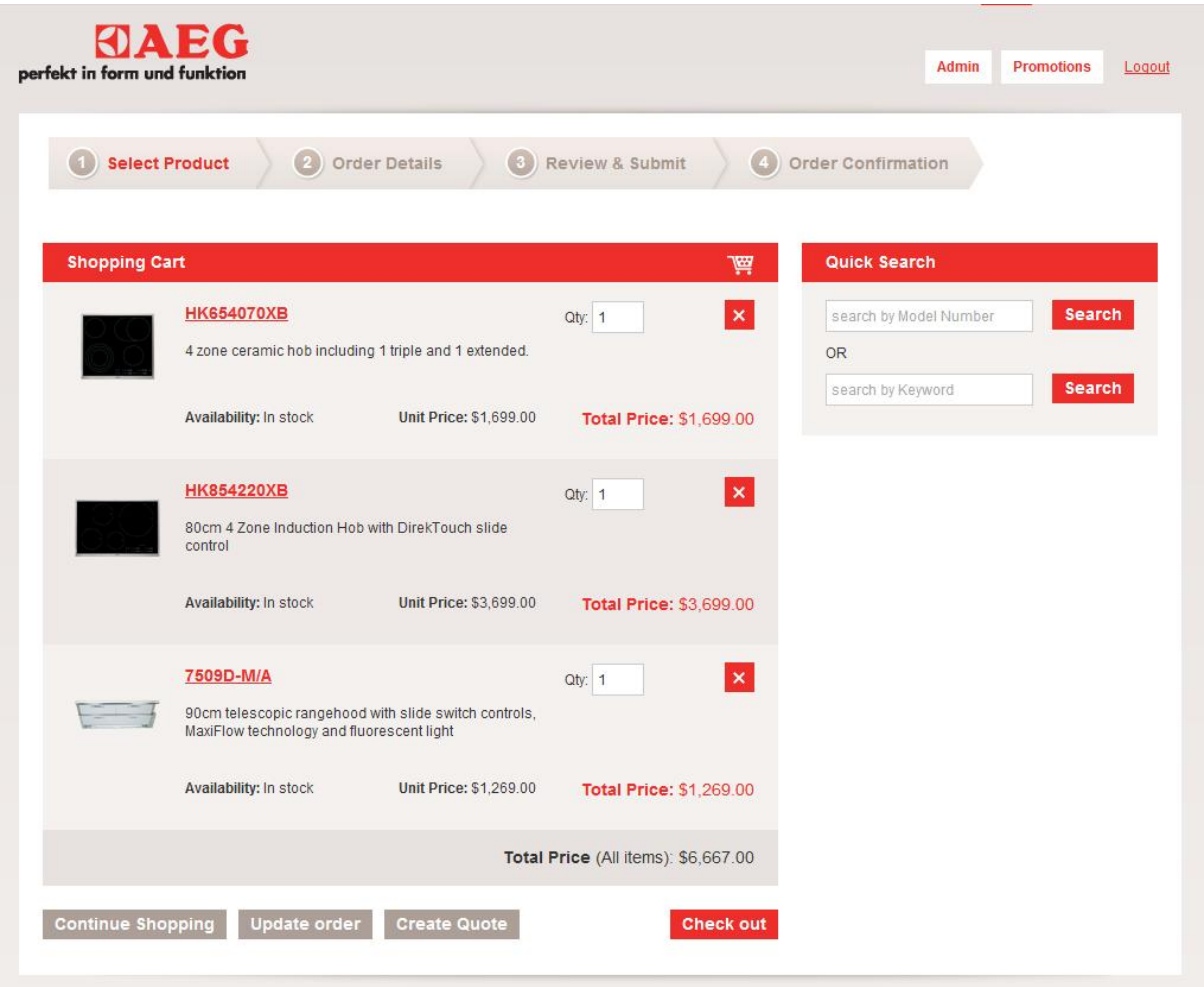
7.2 The shopping cart

The shopping cart accessible via the View Shopping Cart button contains all the products in a shopping cart.



On this page the user can:

- **Edit the quantity of an item:** Using the quantity field, changing the number and clicking the Update order button.
- **Remove a model and all its quantity:** Using the "x" next to each model number.
- **Create a quote:** Using the Create quote button
- **Continue shopping:** By clicking the button and returning to the homepage.
- **Check out**: By using the button and moving to the customer details screen.

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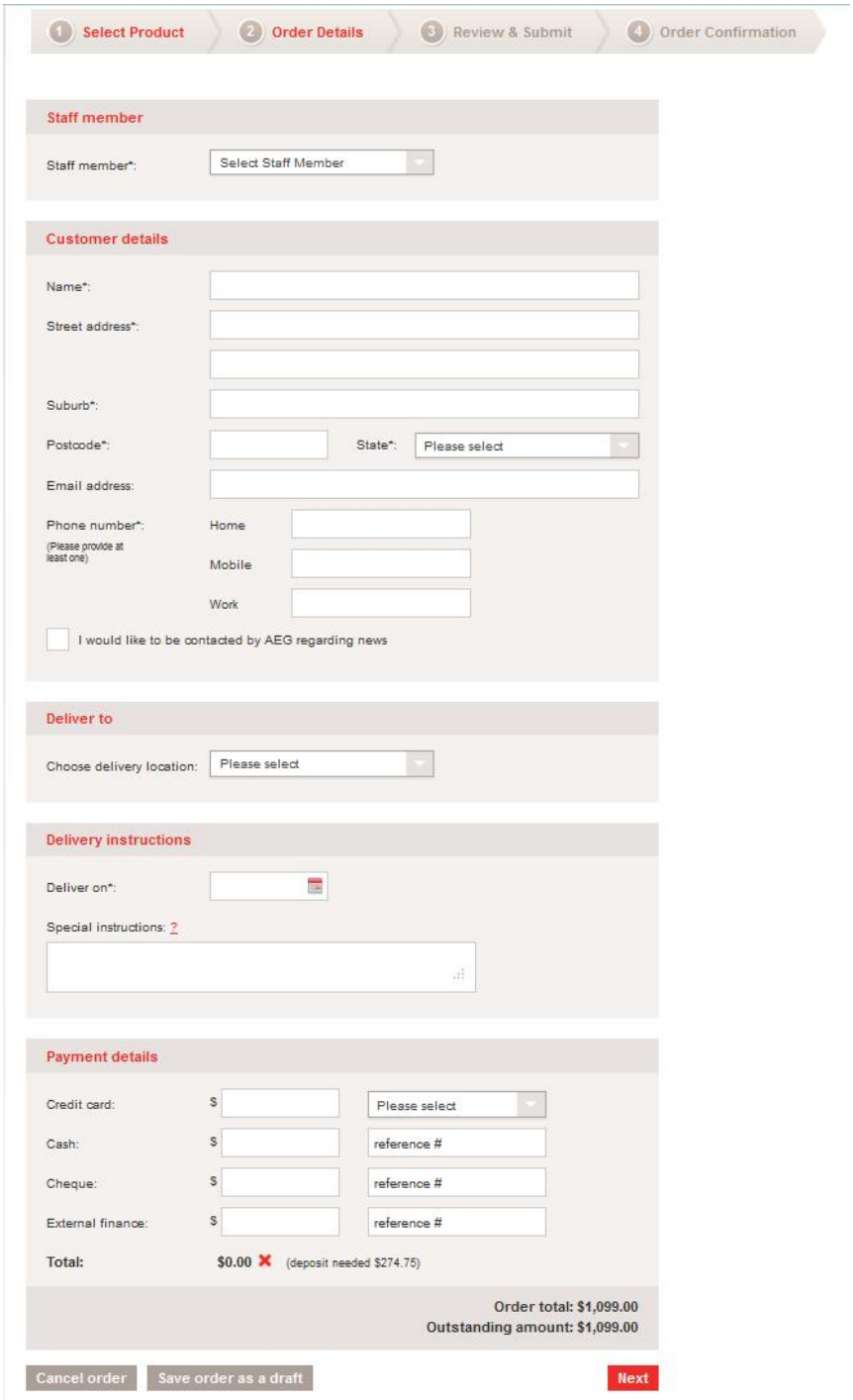
8 Checking out and completing an order

From the Shopping cart the user can select to continue with their order by checking out. When selected, the site will then take the user to the Order Details page.



On this page the user will be required to provide:

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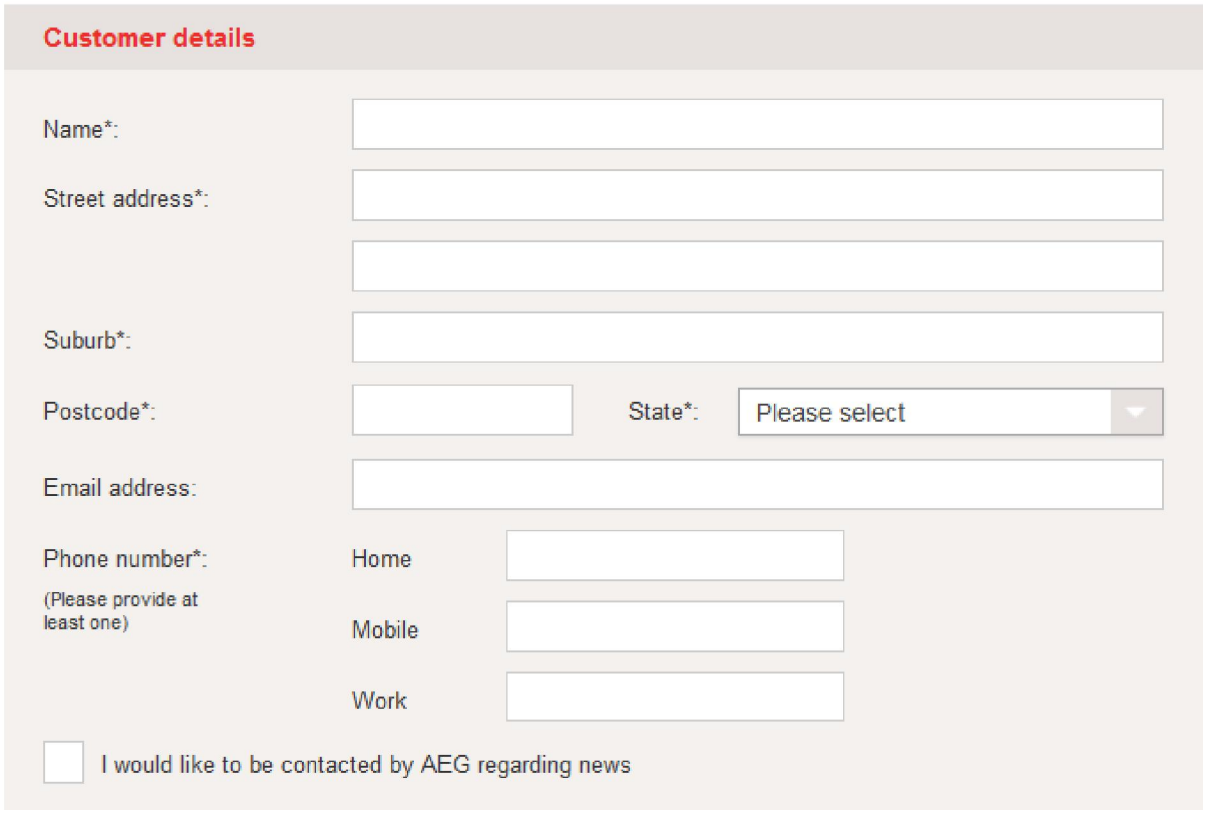
Staff member – name of the sale staff needs to be selected for each order.

Customer details – customer name, street address, postcode, state, suburb and at least one phone number are required for each order. Additionally, email address needs to be provided if a customer wishes to subscribe to the AEG news.



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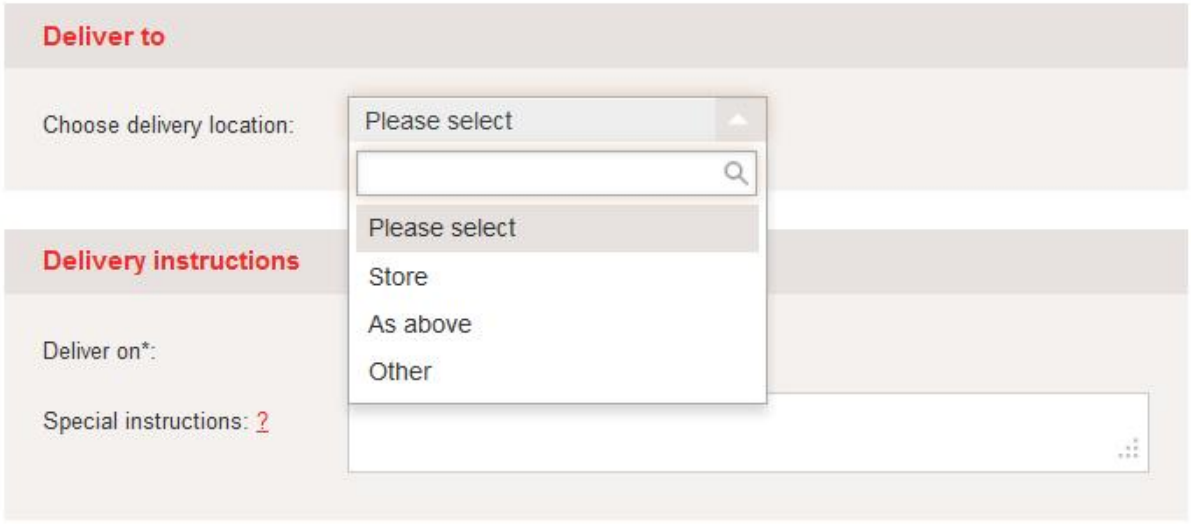
Deliver to – there are three delivery address options available:

- 'Store'
- 'As above' – when choosing this options the form will be pre-populated with the data supplied in the Customer details section. The only piece of data that needs to be manually set is the suburb. User needs to open the suburb drop down and select one of the suburbs from the drop down list. The list includes all the suburbs matching a postcode for which delivery is available. If the desired suburb is not on the list, it means that the delivery for that suburb is not available. User should provide different postcode
- 'Other' – used for delivery locations other that store delivery or customer details delivery. User needs to provide name, street address, postcode, state, suburb (only "deliverable" suburbs will be listed in the drop down menu) and at least one phone number



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Delivery instructions:

- Delivery date needs to be selected for each order.
    1. If an order is placed **before 2pm from Monday – Thursday** - Next day delivery is available,
    2. If an order is placed **before 2pm on Friday** – Tuesday is the soonest available date for delivery
    3. If an order is placed **after 2pm from Monday – Thursday** the soonest delivery day is 2 business days later
    4. If an order is placed **Saturday or Sunday** the soonest delivery day is Tuesday
    5. *Exception – If payment is made with cheque (payable to Electrolux) the soonest delivery day is 10 business days later.*
- Delivery instructions – max 60 characters allowed

Payment details – four methods of payment are available: Credit card, cash, cheque and external finance.

Only one in-store credit card payment is allowed for each order (customer can make additional credit card payments by calling Electrolux Customer Service).

A deposit of 25% is required when placing an order. As soon as the total amount entered in the Payment details section reaches the 25%, a green tick will appear.

If a credit card amount is entered than a credit card type needs to be selected from the drop down menu.

A reference is required for payment with cash, cheque or external finance.

A deposit cannot be made with external finance.

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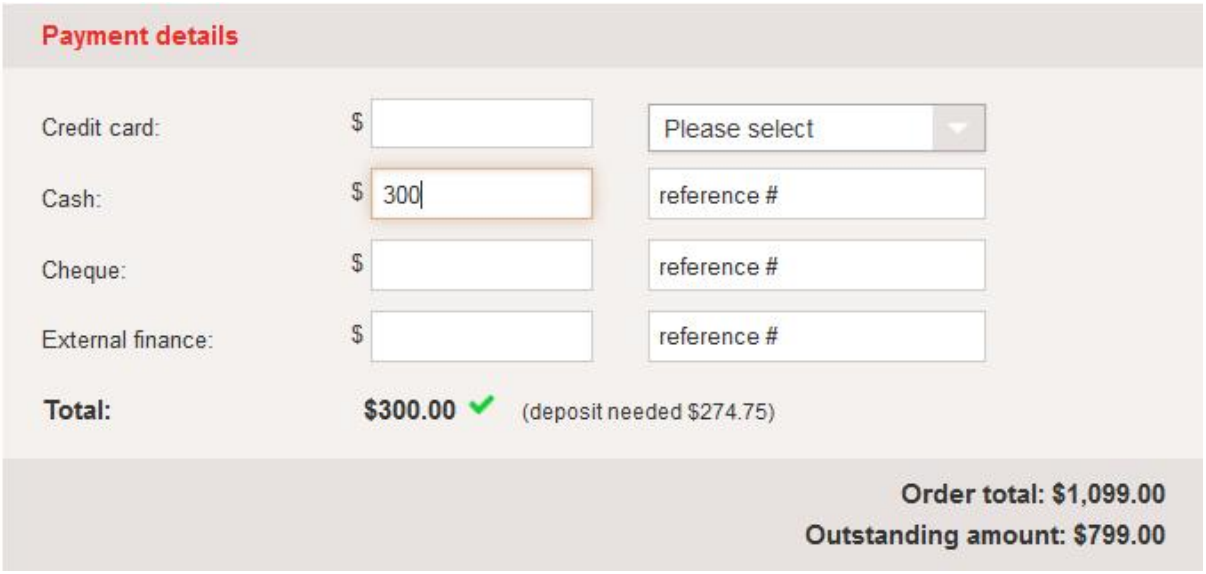

Once the form has been filled in, the user clicks at the Next button at the bottom of the page. This opens the Review & Submit page.

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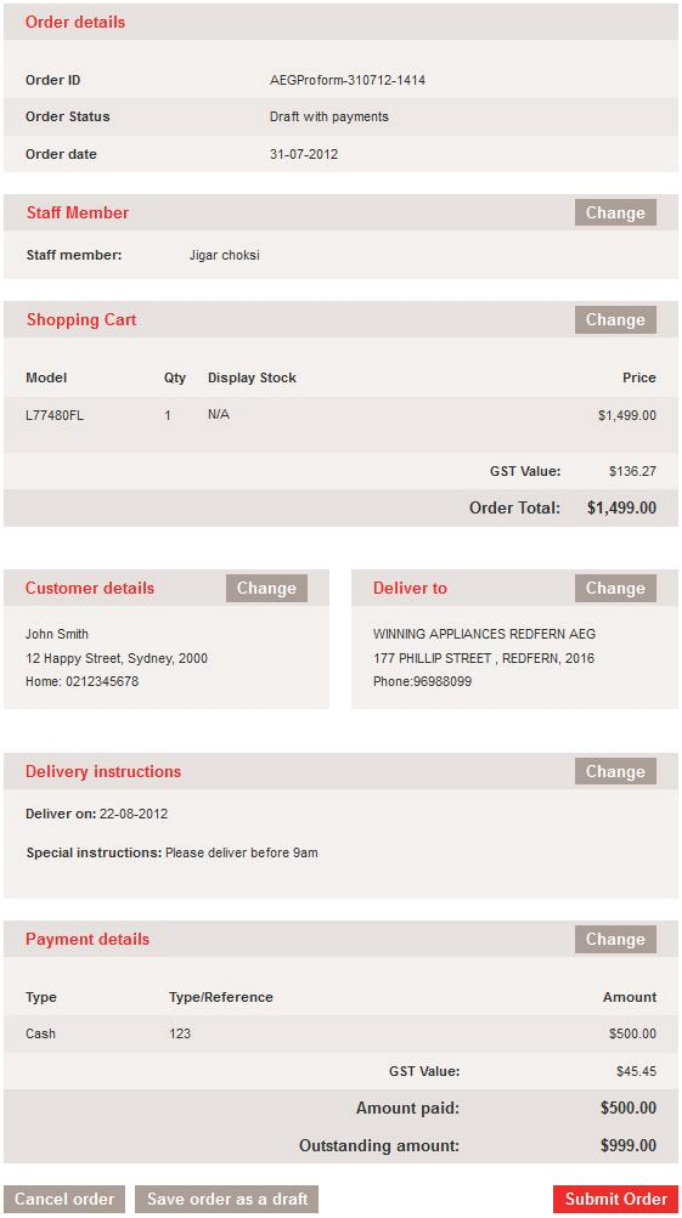
9 Review & Submit page



This page allows user to check the details of the order and make required changes. Any element of the order can be amended at this point. To change any element, user clicks on the relevant Change button. This takes user to a relevant page within the process.

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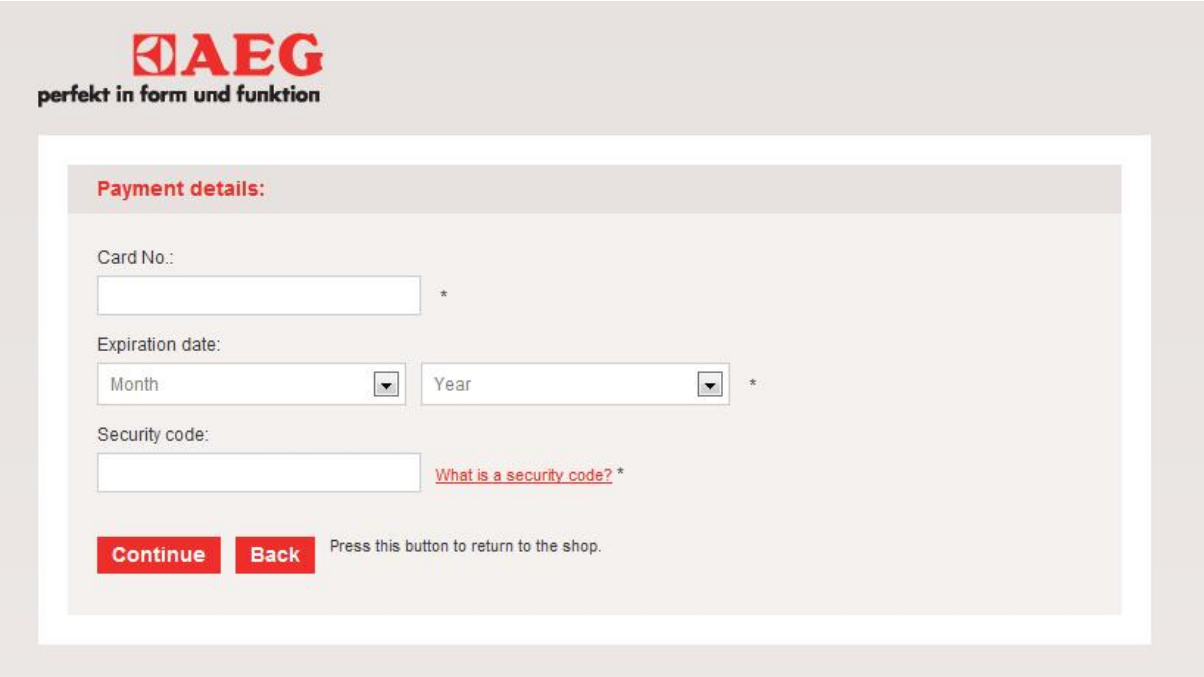
10 Credit card payment and submitting orders

Once the user is happy with all the details of the order, they click on the Submit Order button on the Review and Submit page. This will trigger the following actions:

- For orders where credit card was selected as a payment method the user will be presented with a credit card details screen. Credit card, expiry date and the security code need to be provided here.

  Once payment has been processed by payment gateway, order will be automatically submitted to Electrolux for processing. User will be presented with the order confirmation page.



- For any order where the method of payment was other than credit card, order is submitted to Electrolux for processing as soon as the Submit button is clicked.

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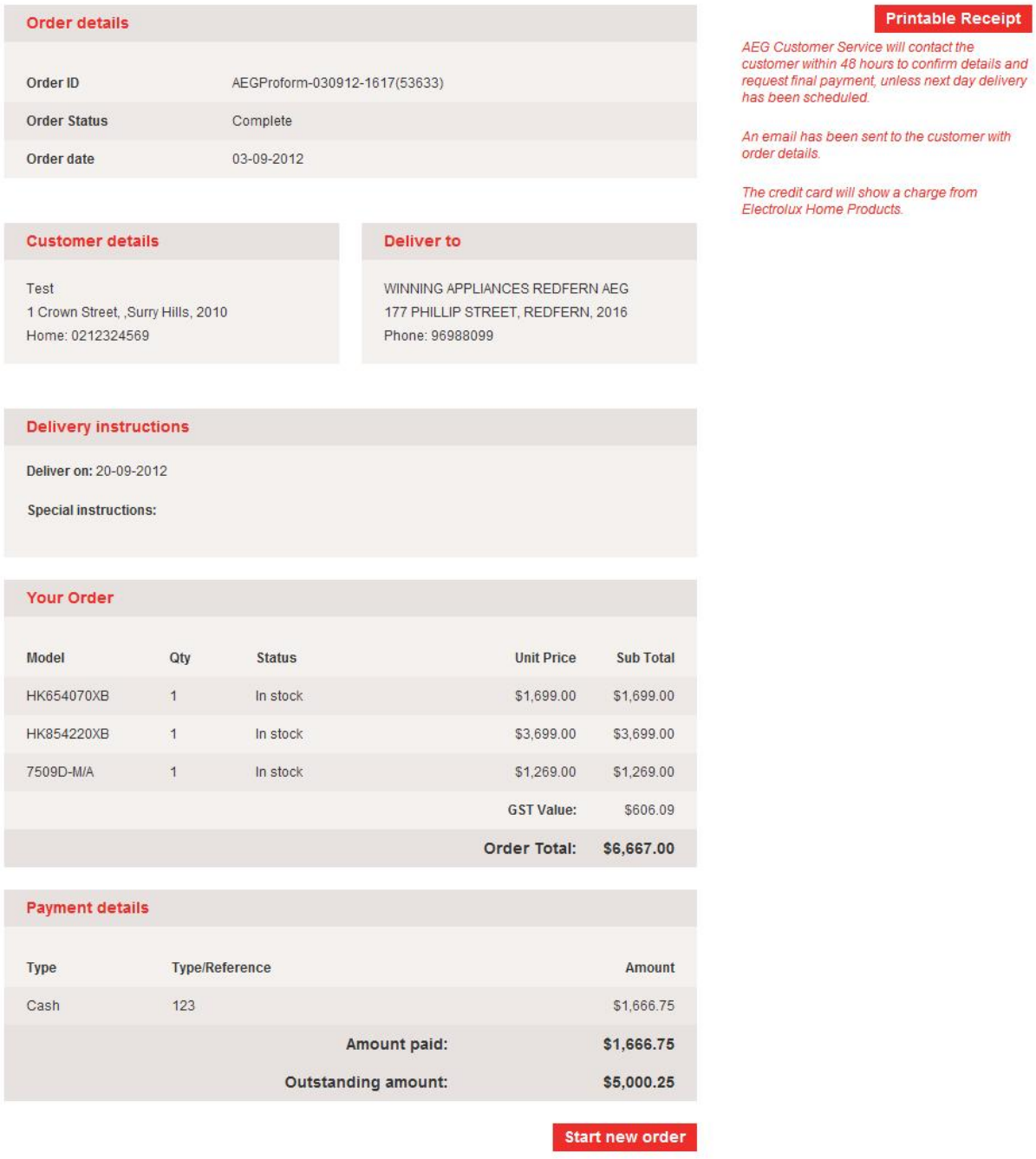
11 Order Confirmation

Once order has been successfully submitted to Electrolux for processing, the user will be presented with the Order Confirmation page. The page provides link to the PDF receipt. Receipt will be emailed to the customer if email address has been provided on the Order Details page.



Order details

Order ID	AEGProform-030912-1617(53633)
Order Status	Complete
Order date	03-09-2012

Printable Receipt

AEG Customer Service will contact the customer within 48 hours to confirm details and request final payment, unless next day delivery has been scheduled.

An email has been sent to the customer with order details.

The credit card will show a charge from Electrolux Home Products.

Customer details

Test
1 Crown Street, ,Surry Hills, 2010
Home: 0212324569

Deliver to

WINNING APPLIANCES REDFERN AEG
177 PHILLIP STREET, REDFERN, 2016
Phone: 96988099

Delivery instructions

Deliver on: 20-09-2012

Special instructions:

Your Order

Model	Qty	Status	Unit Price	Sub Total
HK654070XB	1	In stock	$1,699.00	$1,699.00
HK854220XB	1	In stock	$3,699.00	$3,699.00
7509D-M/A	1	In stock	$1,269.00	$1,269.00
			GST Value:	$606.09
			Order Total:	**$6,667.00**

Payment details

Type	Type/Reference	Amount
Cash	123	$1,666.75
	Amount paid:	**$1,666.75**
	Outstanding amount:	**$5,000.25**

Start new order

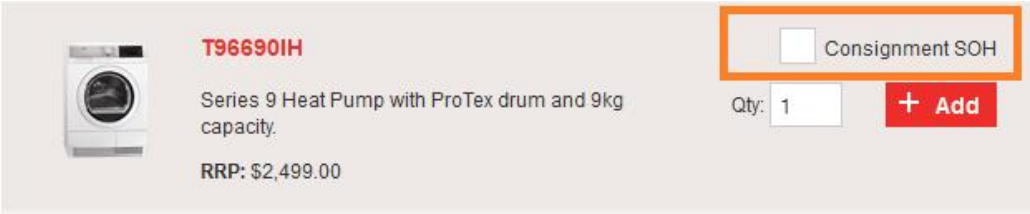
12 Cancelling credit card payment

To cancel credit card payments after order has been submitted to Electrolux, please contact Electrolux Customer Service. Phone: 1300 363 664 Email: customercare@aegaustralia.com.au

13 Processing 'Consignment SOH' orders

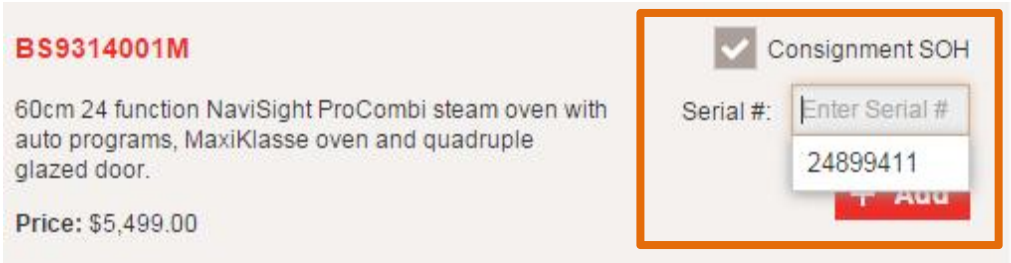
The process for placing a Consignment SOH (stock on hand) order is mostly the same as the one for regular order. The only exceptions are:

a. Products available as consignment have a 'Consignment SOH' tick box next to a model number



To add a product to a shopping cart as consignment:

- Tick the 'Consignment SOH' box. This will bring up a serial number field;
- Click in the serial number field and the available serial numbers will drop down for selection;
- Click the add button underneath. This will add the product to the shopping cart;



b. Order details page does not include delivery date and delivery ad

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c. dress. The store is responsible for arranging the delivery;

d. Consignment order needs to be paid in full by credit card or external finance before the order is submitted;

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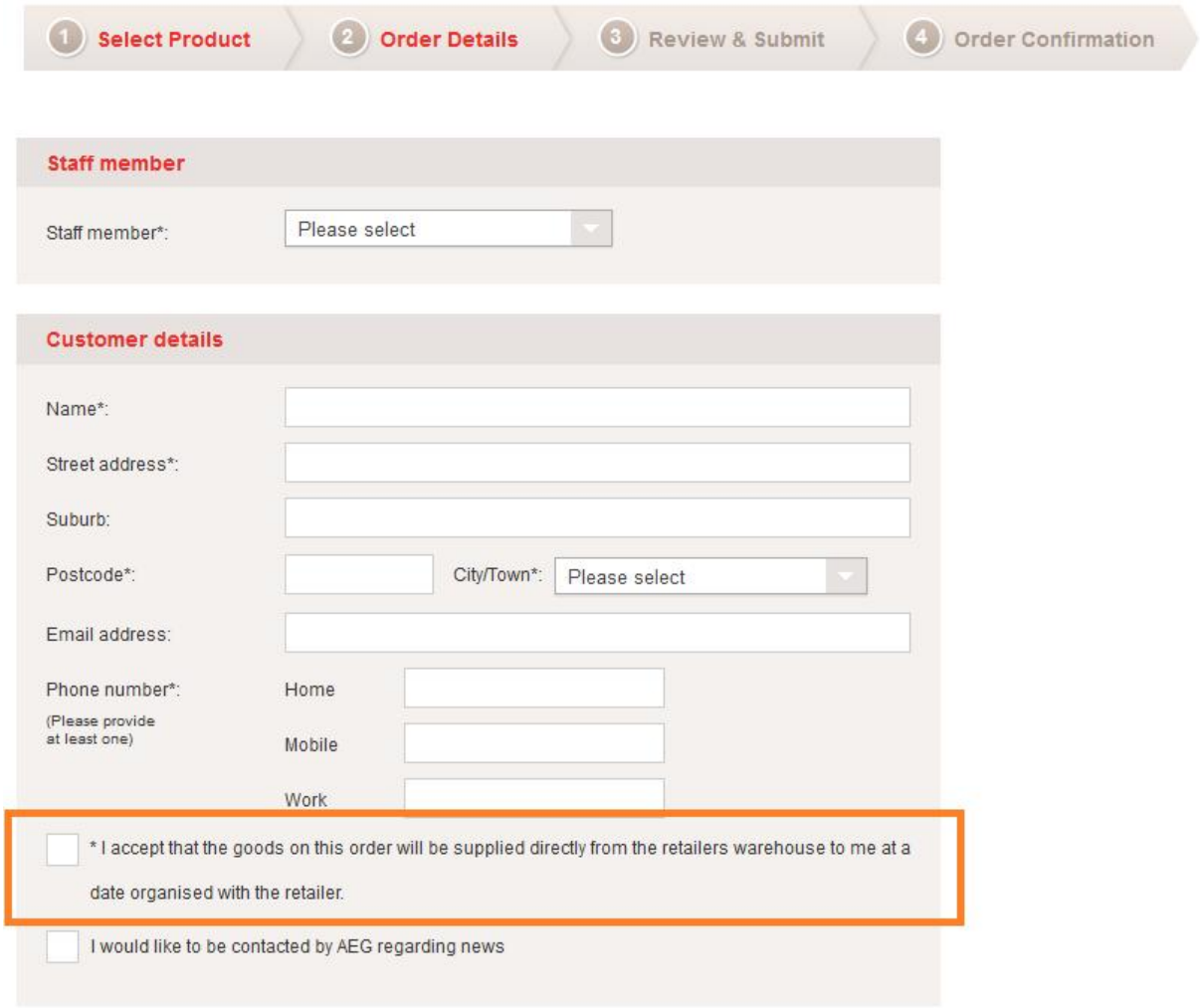
e. Buyer needs to accept the T&Cs on the Order Details page. Order can't be completed if T&Cs are not accepted.



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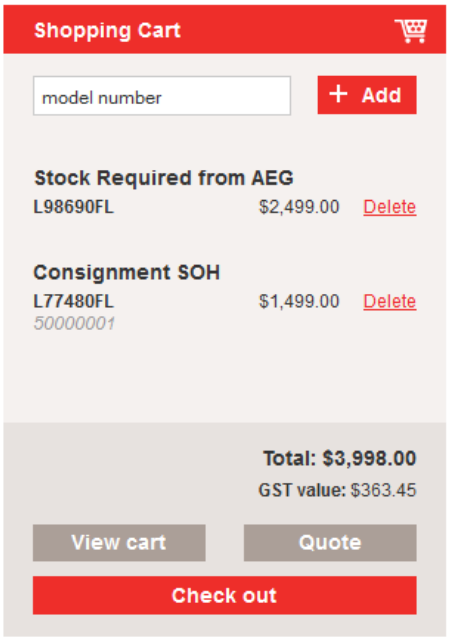
14 Processing mixed orders

It is possible to add a mix of consignment and regular products to one shopping cart. However, different types of stock will be processed as separate orders.

14.1 Adding mixed stock type products to the shopping cart

You can add both regular and consignment products to a shopping cart. Once the product has been added, the shopping cart will be split into two sections: Stock Required from AEG and Consignment SOH



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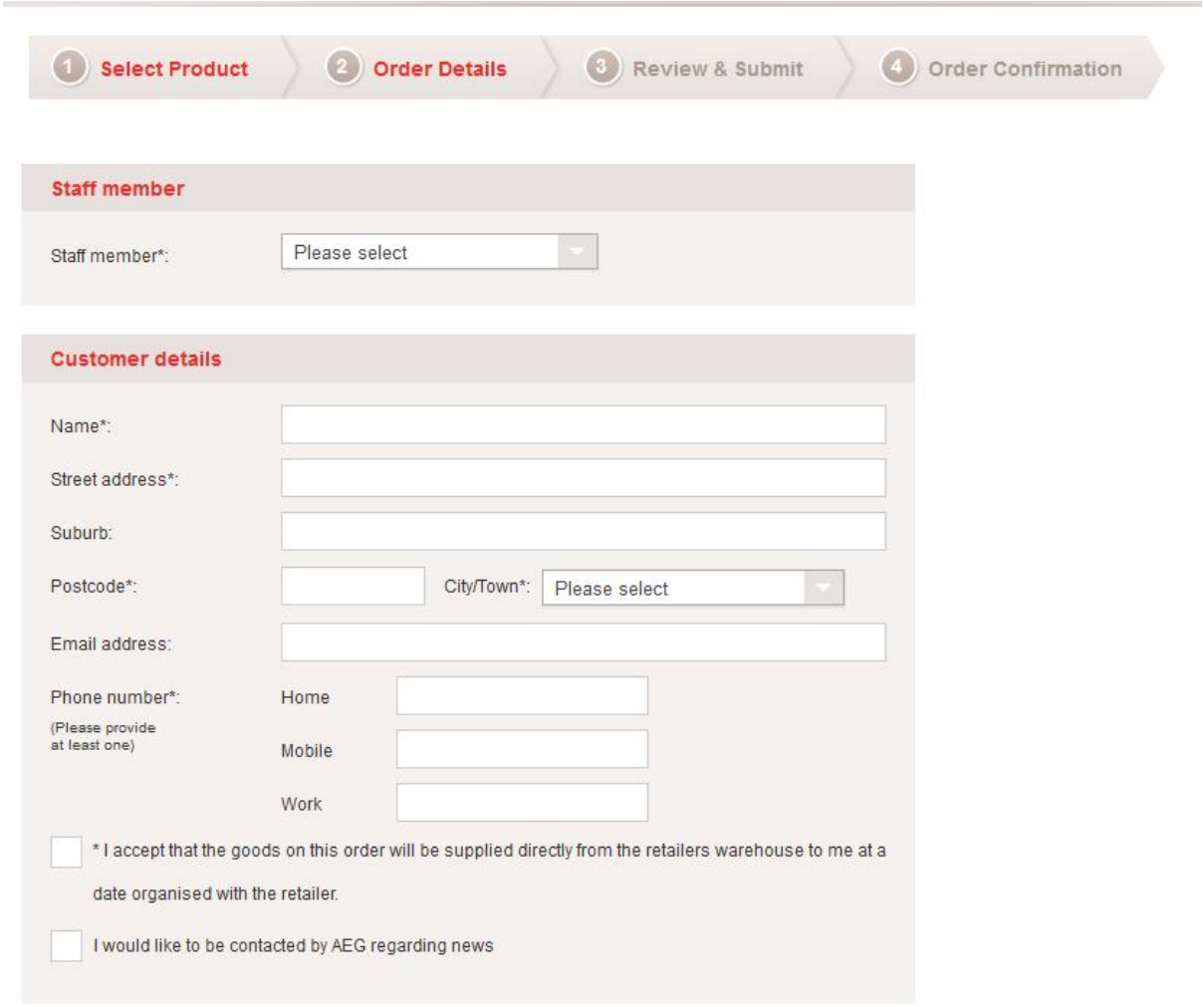
14.2 Order details page

Order details page for mixed orders consists of three sections:

- Common information – this is the information that is common for both regular and consignment stock, i.e. sale staff name and customer details. T&Cs regarding consignment SOH order need to be accepted.



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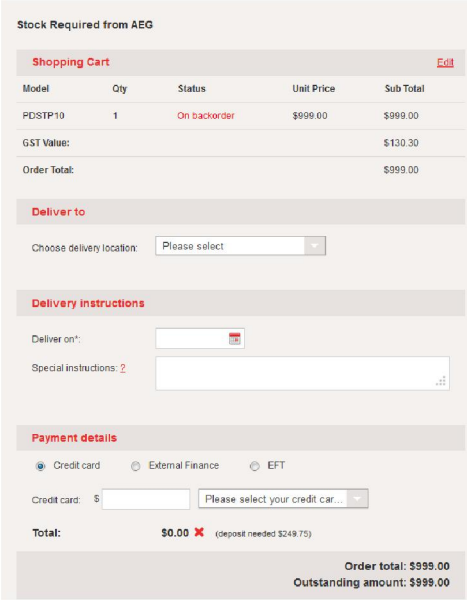
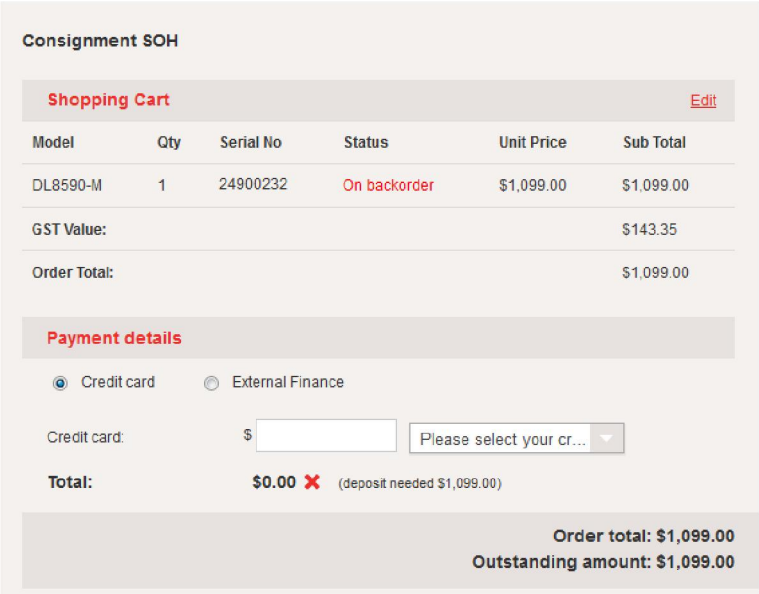
- Regular stock section – this contains the summary of regular stock from the shopping cart, delivery date and delivery address as well as payment information



- Consignment SOH section - this contains the summary of consignment stock from the shopping cart and payment information. Consignment stock needs to be paid in full by cash or credit cart. Delivery date and address are not collected, as store is responsible for delivery.



Regular or/and consignment component can be cancelled or saved as draft on this screen.

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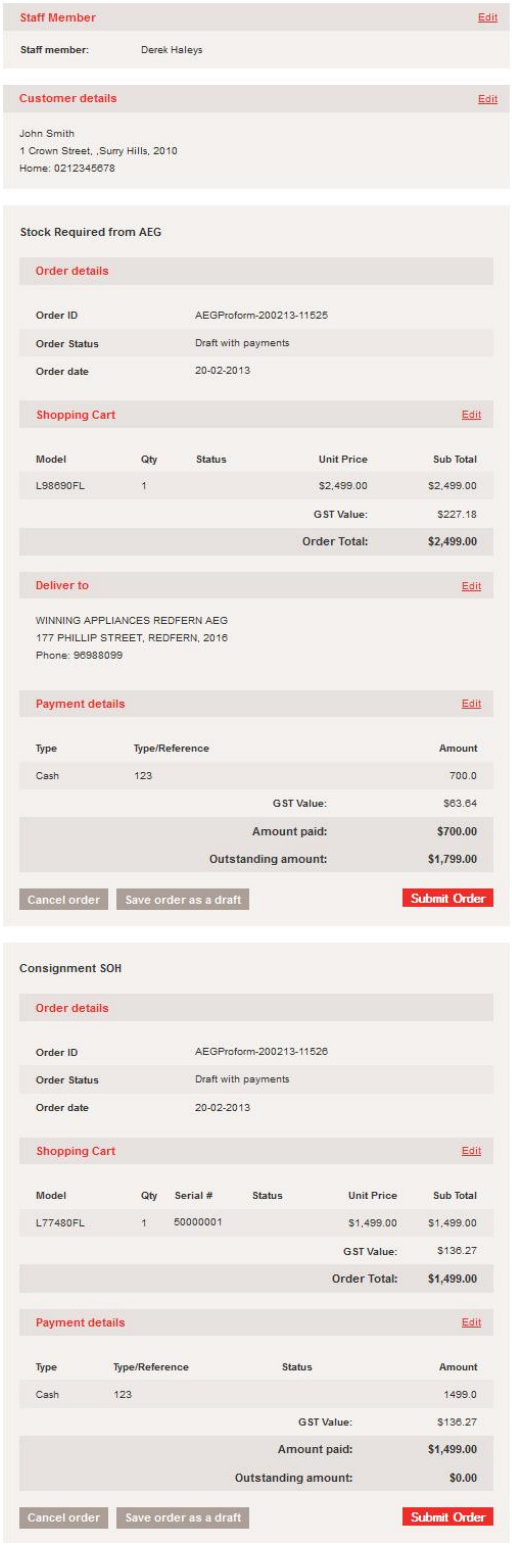
14.3 Review and Submit

Once the Order Details page has been filled in, user clicks on the Next button at the bottom of the page. This brings the Review and Submit page:



Staff Member Edit

Staff member: Derek Haleys

Customer details Edit

John Smith
1 Crown Street, ,Surry Hills, 2010
Home: 0212345678

Stock Required from AEG

Order details

Order ID	AEGProform-200213-11525
Order Status	Draft with payments
Order date	20-02-2013

Shopping Cart Edit

Model	Qty	Status	Unit Price	Sub Total
L98690FL	1		$2,499.00	$2,499.00
			GST Value:	$227.18
			Order Total:	$2,499.00

Deliver to Edit

WINNING APPLIANCES REDFERN AEG
177 PHILLIP STREET, REDFERN, 2016
Phone: 96988099

Payment details Edit

Type	Type/Reference	Amount
Cash	123	700.0
	GST Value:	$63.64
	Amount paid:	$700.00
	Outstanding amount:	$1,799.00

Cancel order | Save order as a draft | Submit Order

Consignment SOH

Order details

Order ID	AEGProform-200213-11526
Order Status	Draft with payments
Order date	20-02-2013

Shopping Cart Edit

Model	Qty	Serial #	Status	Unit Price	Sub Total
L77480FL	1	50000001		$1,499.00	$1,499.00
				GST Value:	$136.27
				Order Total:	$1,499.00

Payment details Edit

Type	Type/Reference	Status	Amount
Cash	123		1499.0
		GST Value:	$136.27
		Amount paid:	$1,499.00
		Outstanding amount:	$0.00

Cancel order | Save order as a draft | Submit Order

The page is divided into three sections again:

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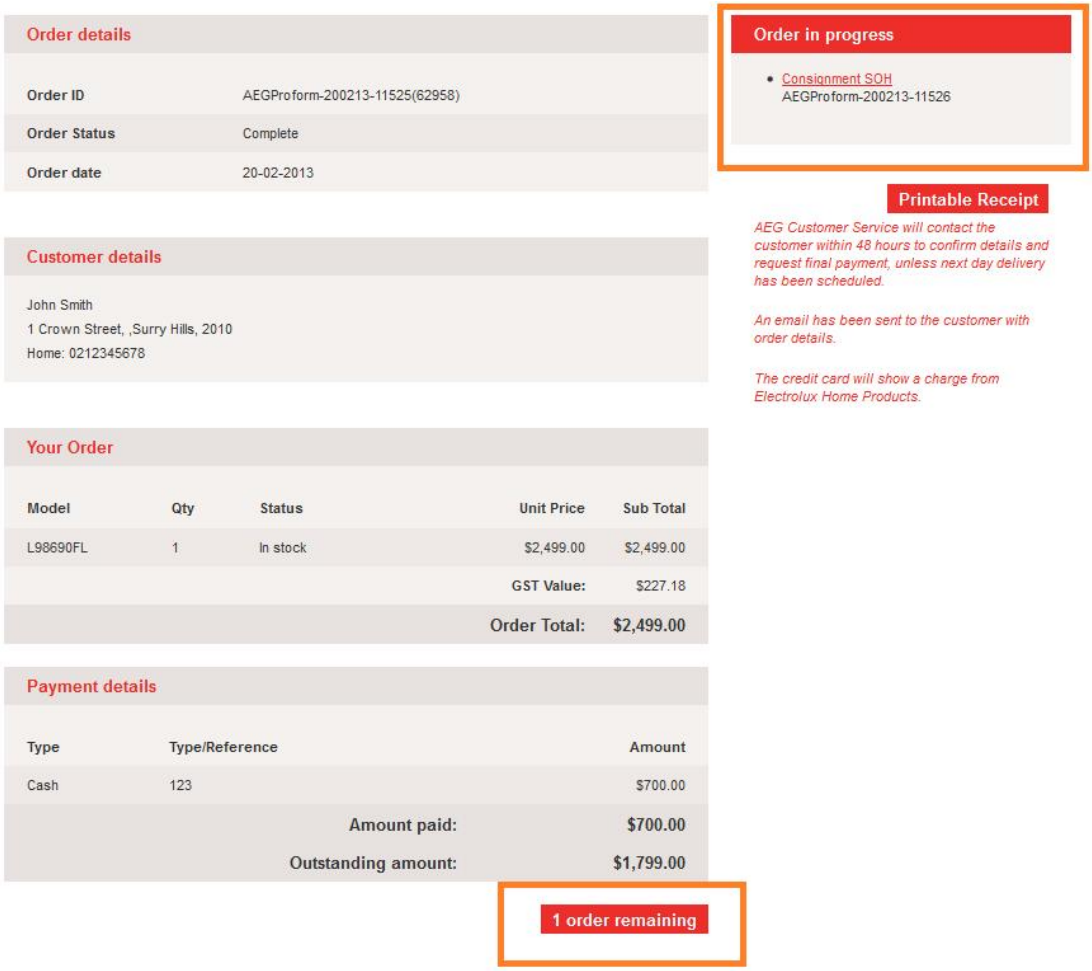
- Common information (sale staff name and customer address)
- Regular stock details
- Consignment stock details

Each stock type needs to be paid for and submitted separately:

- User clicks on the 'Submit Order' button in the Stock Required from AEG section. If paying with cash, cheque or external finance user will be taken straight to Order Confirmation page. If payment was made by credit card, user will be taken to a credit card details screen first and then to Order Confirmation page.



This Order Confirmation page refers to regular stock only. User still needs to submit the consignment stock. To do this, click on the '1 order remaining' button at the bottom of the page, or on the 'Consignment SOH' link in the top right corner.

This will take user back to Review & Submit page, where the consignment stock order will be available for submitting. Order Confirmation page for Consignment order will be presented as soon as that order has been submitted.

NOTE: Please note that a separate order numbers and receipts will be issues for each stock type order.

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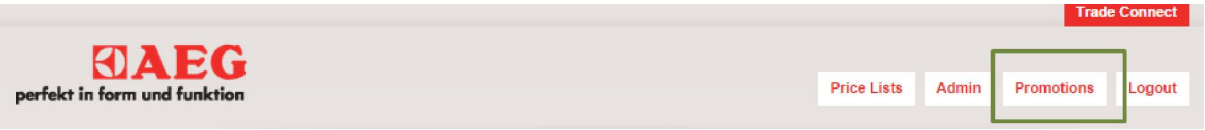
15 Promotions

There are two ways to view the current promotions on AEG products

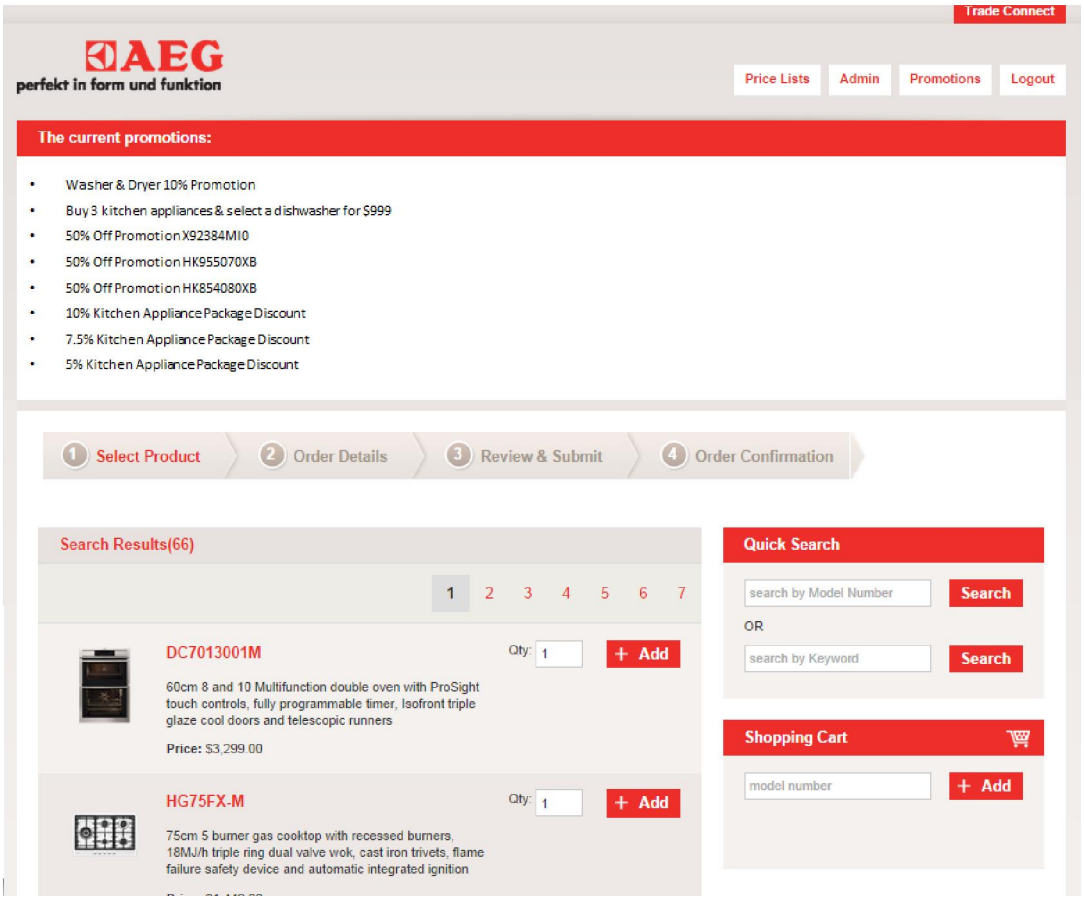
15.1 Promotions Menu

Clicking the promotions menu in the nav bar will give you a snapshot of all current promotions



15.2 Search Results page

All current promotions are listed in the product search results page these promotions will automatically be activated when you have added the products to your shopping cart.



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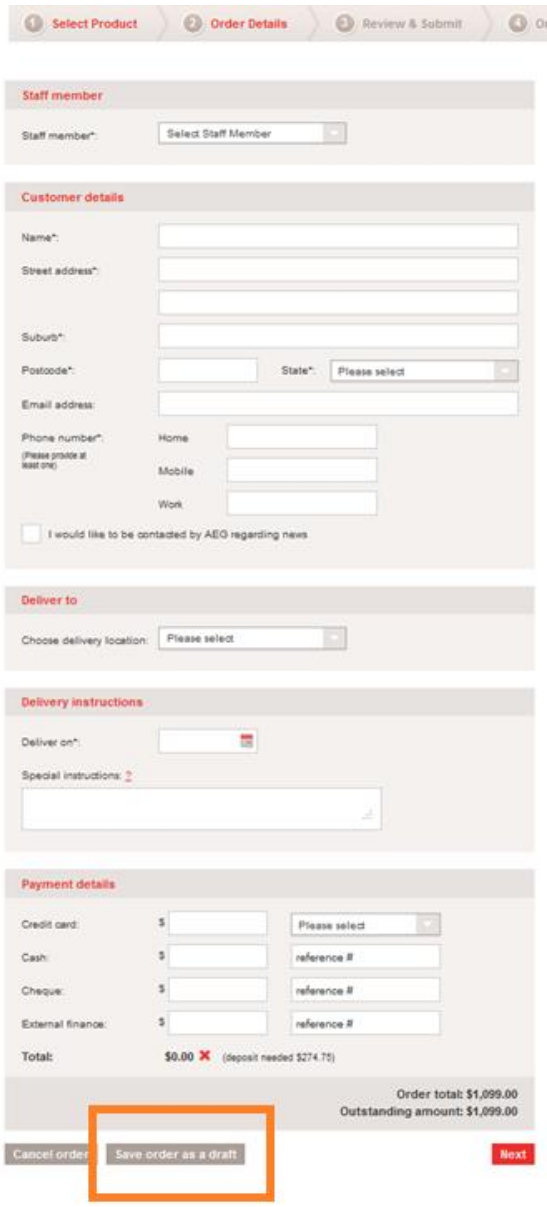
16 Saving order as draft

An order can be saved as draft before it is submitted to Electrolux for processing.

This can be done at the two stages of the ordering process:

- Saving order on the Order Details page. To do this, customer details, delivery to and delivery instructions information needs to be filled in (payments section can be left blank). Then user clicks on the Save order as draft button located at the bottom of the page. This kind of order will be saved with the status **Draft Without Payments** and will be automatically cancelled 48h later, unless it is finalized before then.



- Saving order on the Review and Submit page. To do this user clicks on the Save order as draft button at the bottom of the page. This kind of order will be saved with the

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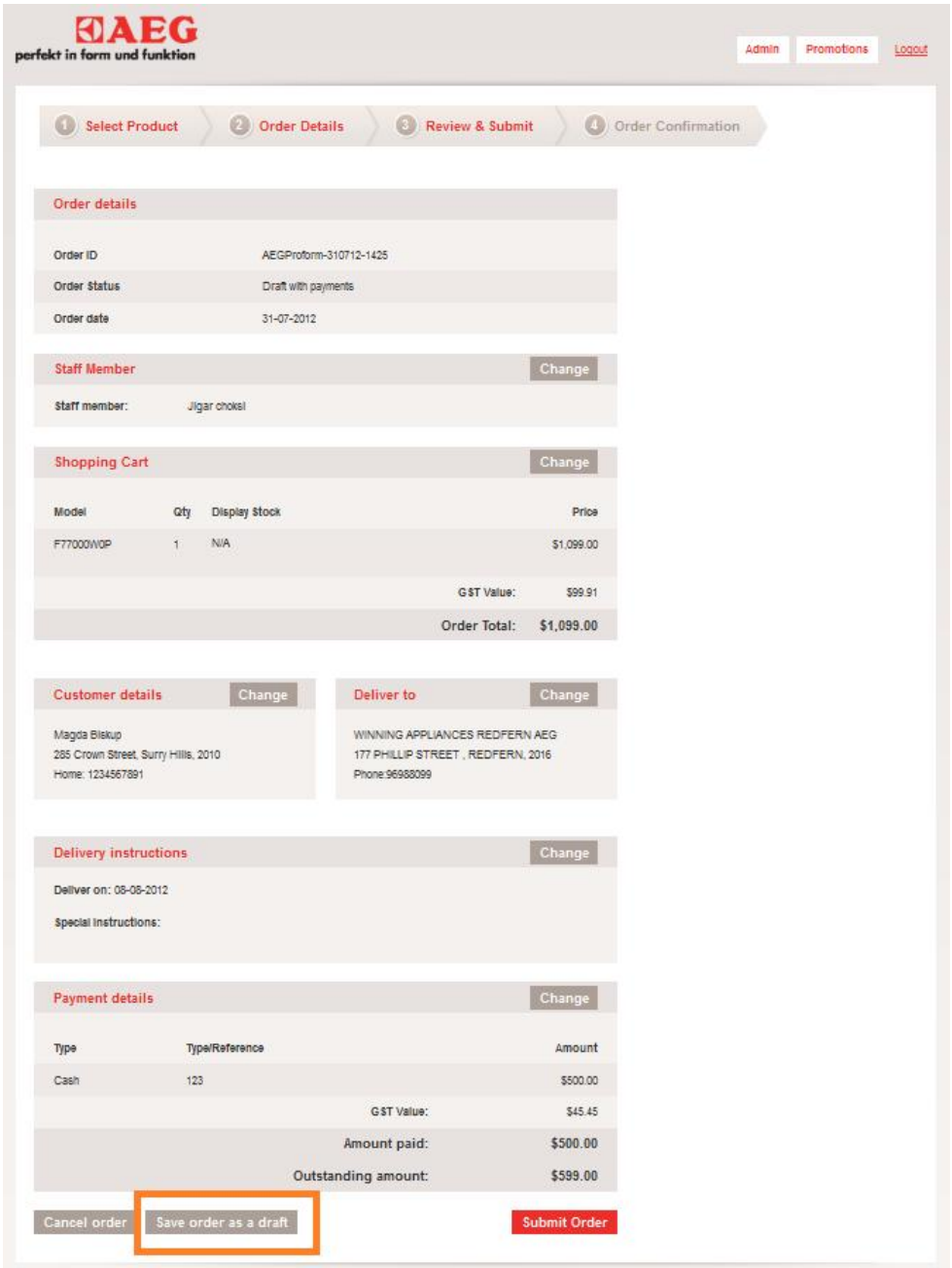
status Draft With Payments. It can be retrieved using Find order tool in the Admin section.



17 Cancelling an order

An order can be cancelled before it is submitted to Electrolux for processing.

This can be done at the two stages of the ordering process:

- Cancelling order on the Order Details page. To do this user clicks on the Cancel order button located on the bottom of the page. The form can be left blank.
- Cancelling order on the Review and Submit page. To do this user clicks on the Cancel order button located on the bottom of the page.

In both cases an order is cancelled and the user is taken to Pro Forma home page, where they can start a new order.

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18 Error handling

In the event that an error occurs when trying to make a credit card payment or submitting order to JDE the user will be notified by an error message and will be returned to Review & Submit page. They will be able to attempt another credit card payment by clicking on the submit button.

Error at the submission stage can be caused by:

- For orders involving credit card payment – payment gateway and JDE (Electrolux's database to which orders are submitted for processing)
- For orders without credit card payment - JDE (Electrolux's database to which orders are submitted for processing)

If error persists please contact AEG Customer Care - Phone: 1300 363 664 or

Email: customercare@aegaustralia.com.au Please provide AEG with a screen shot of the error.

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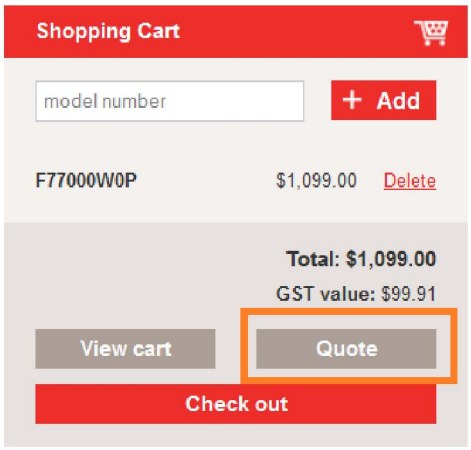
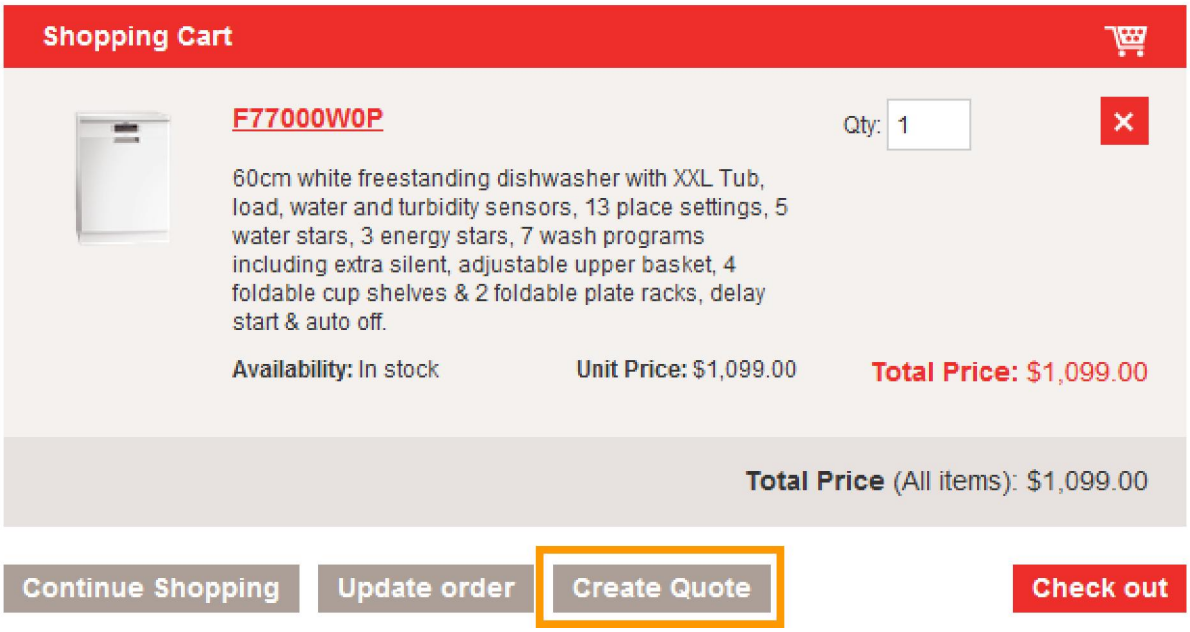
19 Creating and retrieving a quote

19.1 Creating a quote

As an alternative to completing an order as listed above, the user can browse AEG products, add products to their shopping cart and create a quote for purchase at a later date.

To create a quote the user must follow the steps above to add products to their shopping cart and then once in the shopping cart select the 'create quote' button.





The user will then be taken to the quote creation screen below;

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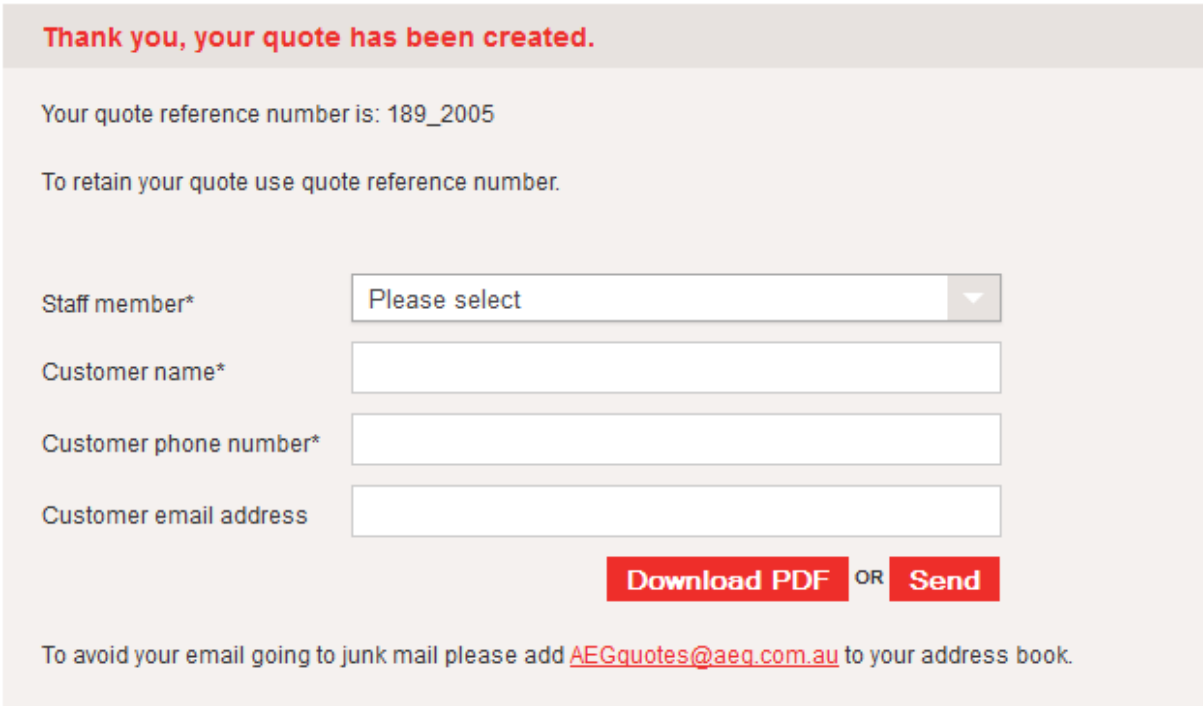

Here the user needs to select the staff member assisting them and provides customer name and phone number. A quote can be downloaded to be printed off at the store, or have the quote emailed to the customer (email address is required is quote is to be emailed).

Once the quote is created it is valid for a period of 30 days, for the store it was created in only.

19.2 Creating a quote with a promotion

A quote can be created with a promotion applied. This quote is valid for 30 days and the promotion is still valid if the promotion has ended.

However, a quote with a promotion is **not** editable. The customer is able to pay for all product/s on the quote but cannot add or remove any product/s.

Once the quote is created it is valid for a period of 30 days, for the store it was created in only.

19.3 Retrieving a quote

Once a quote is created it can be retrieved in the same store as purchase via the fields provided on the homepage.

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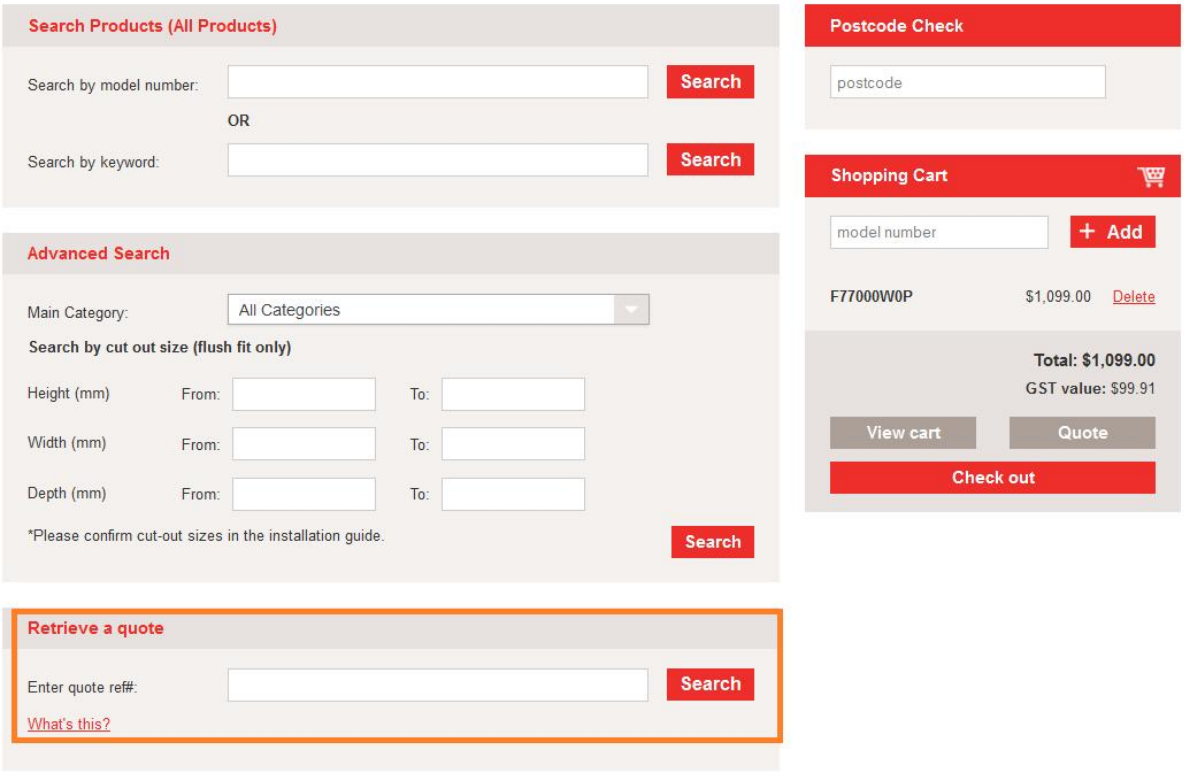

Each quote has a unique quote reference number that when entered will take the user to the shopping cart with their quoted products listed.

Once in the shopping cart, the expiry date of the quote will be shown. From here the user can then proceed to purchase, adjust the products in their shopping cart and proceed to purchase or adjust the products in their shopping cart and create the quote again.

If adjusting the products in the shopping cart and re quoting please note that the expiry date of the quote will remain as per the original quoted time period.

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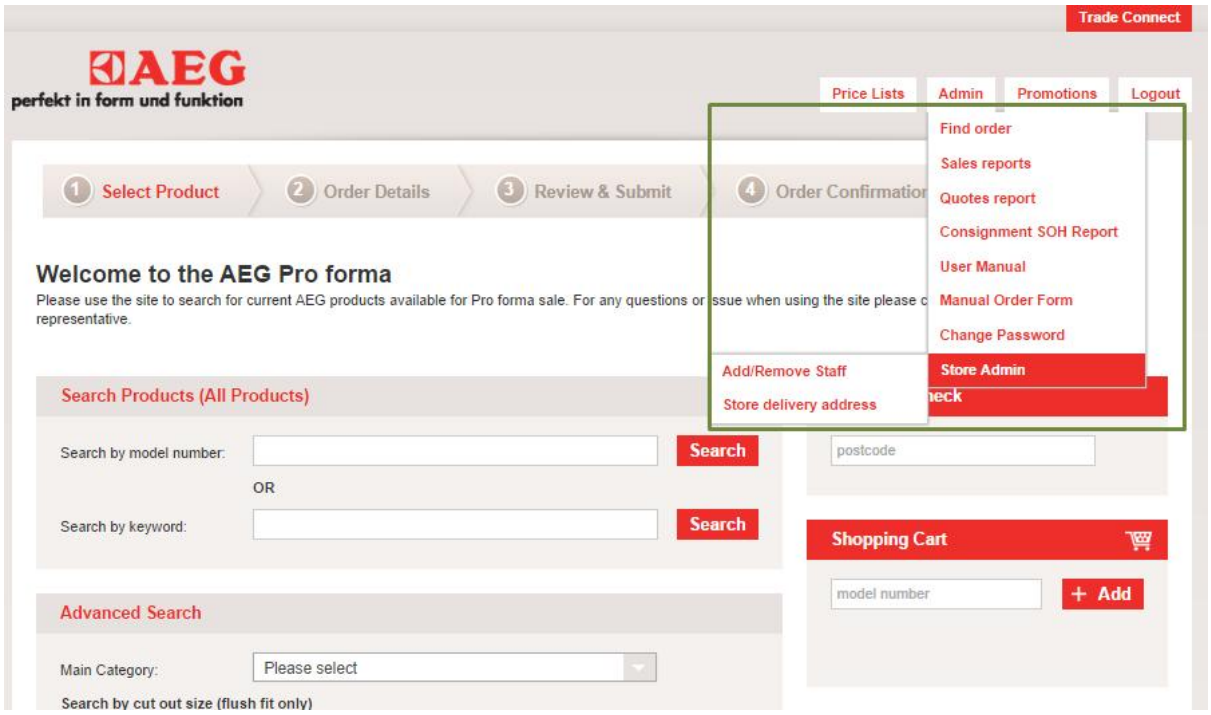
20 Admin section

Each store given access to the AEG Pro Forma will also have access to Admin area accessible from the header navigation.



Certain sections within the Admin area are available to Store Admin only.
Those sections are:

- Add/Remove store staff
- Store delivery address

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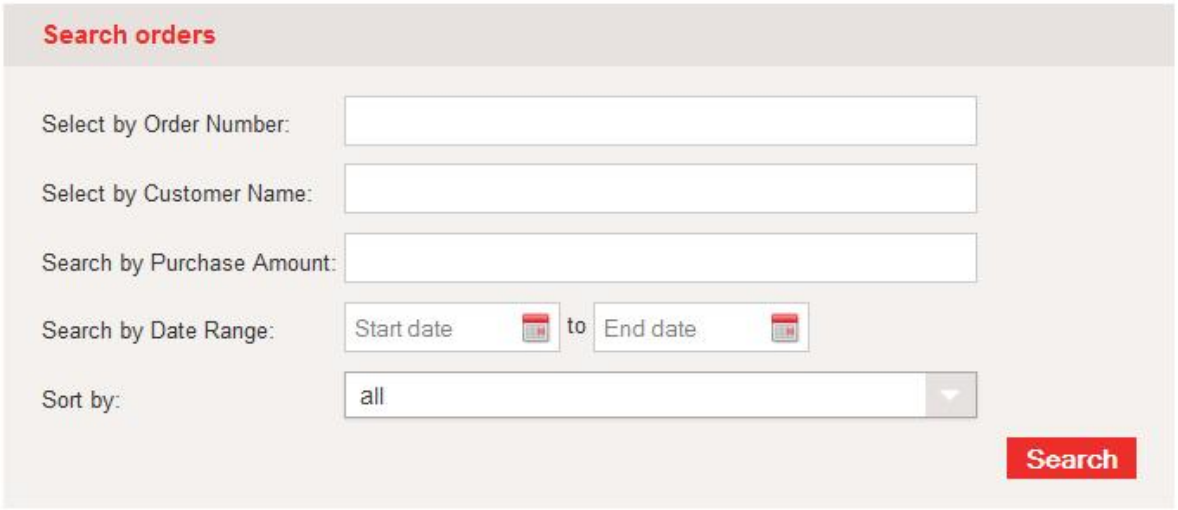
20.1 Find order

The Find order section allows user to search for any order made in store. Order can be searched by order number, customer name, purchased amount, date range or the status.



This tool can be used to retrieve orders previously saved as draft and complete those orders.

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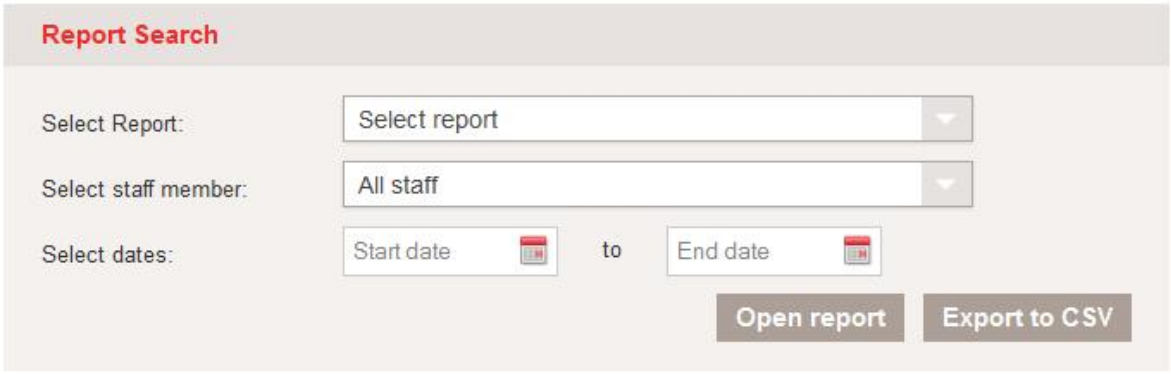
20.2 Sales reports

The Sales reports section provides access to three types of reports:

- Entered Orders Report,
- Invoiced Orders Report
- Not Yet Invoiced Orders

To run a report the user selects the type of the report from the drop down list, the name of staff member and the date range:



Once selected the user can then click on either the View or .csv button for each report to either view the report as a web page or download a csv file of the report respectively.

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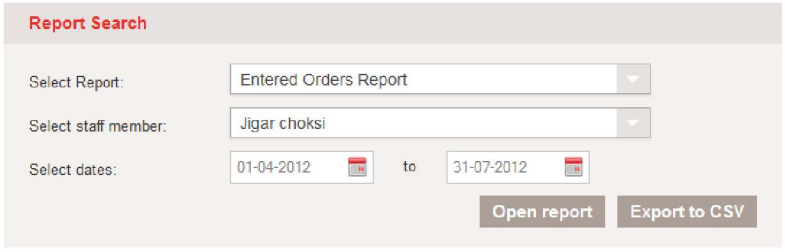
20.2.1 Entered Orders report

This report provides the list of all orders submitted to JDE by a store, no matter their status.

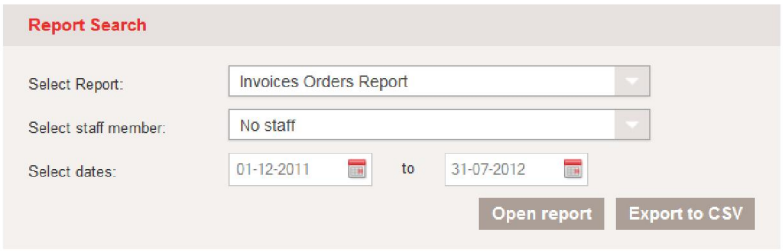


Entered Orders Report — Total 6

Sales person	Order number	Model number	Quantity	Order date	Value (ex GST)
Jigar choksi	AEGProform-260712-1341(53429)	F77000W0P	1	26/07/2012	$999.09
Jigar choksi	AEGProform-180412-1180(51421)	HG60FX	1	18/04/2012	$999.09
Jigar choksi	AEGProform-170412-1161(51407)	F77000M0P	1	17/04/2012	$1,090.00
Jigar choksi	AEGProform-170412-1160(51406)	BP5013001M	1	17/04/2012	$2,726.36
Jigar choksi	AEGProform-170412-1159(51405)	570D-M/A	1	17/04/2012	$599.09
Jigar choksi	AEGProform-030412-1085(51361)	570D-M/A	1	03/04/2012	$599.09

20.2.2 Invoiced Orders report

This report provides the list of all orders that have been invoiced by Electrolux.



Invoiced Report — Total 2

Sales person	Order number	Model number	Shipped quantity	Shipped date	Value (ex GST)
None selected	AEGProform-140212-962(50449)	570D-M/A	0	28/02/2012	$599.09
None selected	AEGProform-140212-962(50449)	BE5013001M	0	28/02/2012	$1,817.27

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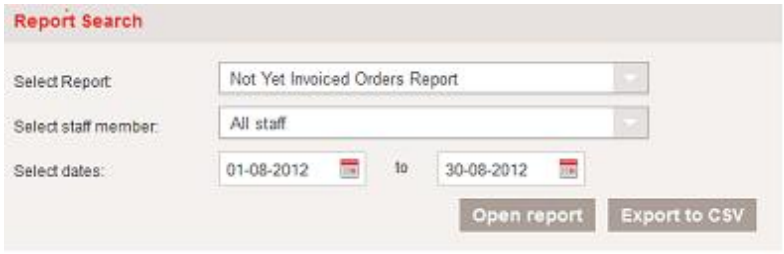
20.2.3 Not Yet Invoiced Orders report

This report will provide the list of all orders which are waiting to be invoiced



Not yet received report — Total 5

Sales person	Order number	Model number	Quantity	Status	Order date	Value (ex GST)
Jigar choksi	AEGProform-180412-1180(51421)	HG60FX	1	ENTERED	18/04/2012	$999.09
Jigar choksi	AEGProform-170412-1161(50626)	BE5013001M	1	DELETED	17/04/2012	$1,817.27
Jigar choksi	AEGProform-170412-1160(51406)	BP5013001M	1	ENTERED	17/04/2012	$2,726.36
Jigar choksi	AEGProform-170412-1159(51405)	570D-M/A	1	ENTERED	17/04/2012	$599.09
Jigar choksi	AEGProform-030412-1085(51361)	570D-M/A	1	ENTERED	03/04/2012	$599.09

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20.3 Consignment SOH Report

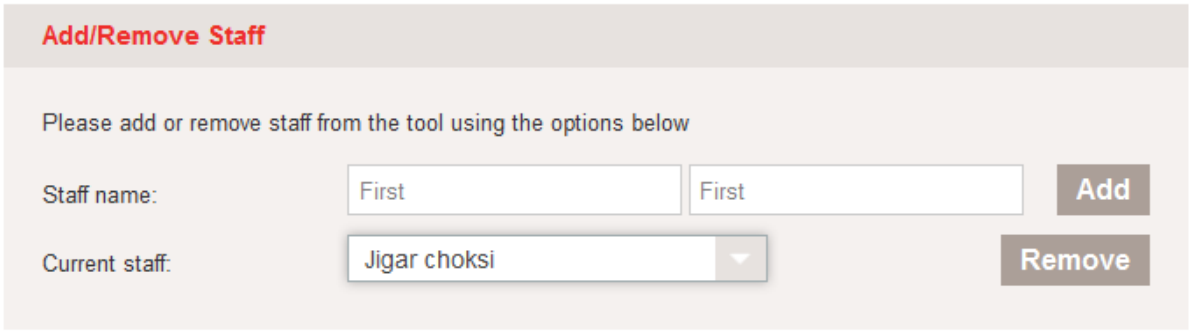
This report provides the list of all consignment products available for sale at the store.

Consignment SOH Report

Model Number	Description	# of unit available for sale	Serial number
BE4003001M	60cm 8 function OptiSight MaxiKlasse oven with programmable timer and triple glaze door	1	14603484
BE5013001M	60cm 9 function OptiSight MaxiKlasse oven with programmable timer and quadruple glaze door	2	13651025; 14433203
BP5013001M	60cm 10 function OptiSight MaxiKlasse Pyrolytic oven with quadruple glazed door	2	12941226; 12941236
BP9314001M	60cm 19 function NaviSight Pyrolytic oven with auto functions, MaxiKlasse oven and quadruple glazed door	1	14398585
BS9314001M	60cm 24 function NaviSight ProCombi steam oven with auto programs, MaxiKlasse oven and quadruple glazed door.	1	24899411
BY9014000M	60cm 16 multifunction NaviSight Pyrolytic SMART Oven	1	14306324
F77000M0P	60cm stainless steel freestanding dishwasher with XXL Tub, load, water and turbidity sensors, 13 place settings, 5 water stars, 3 energy stars, 7 wash programs including extra silent, adjustable upper basket, 4 foldable cup shelves & 2 foldable plate racks, delay start & auto off.	2	13710318; 14610004

20.4 Add/Remove Staff

This section is available to Store Administrator only and provides the ability to manage the staff members names used for reports and addition to orders and quotes throughout the Pro Forma.



On this page the user can either add a new staff member using the first and last names available. Or remove a staff member by selecting their name from the list and selecting remove.

In order to keep reports updated the user will also be able to reinstate a previously removed staff member by re-entering their name in the first and last name fields and selecting add.

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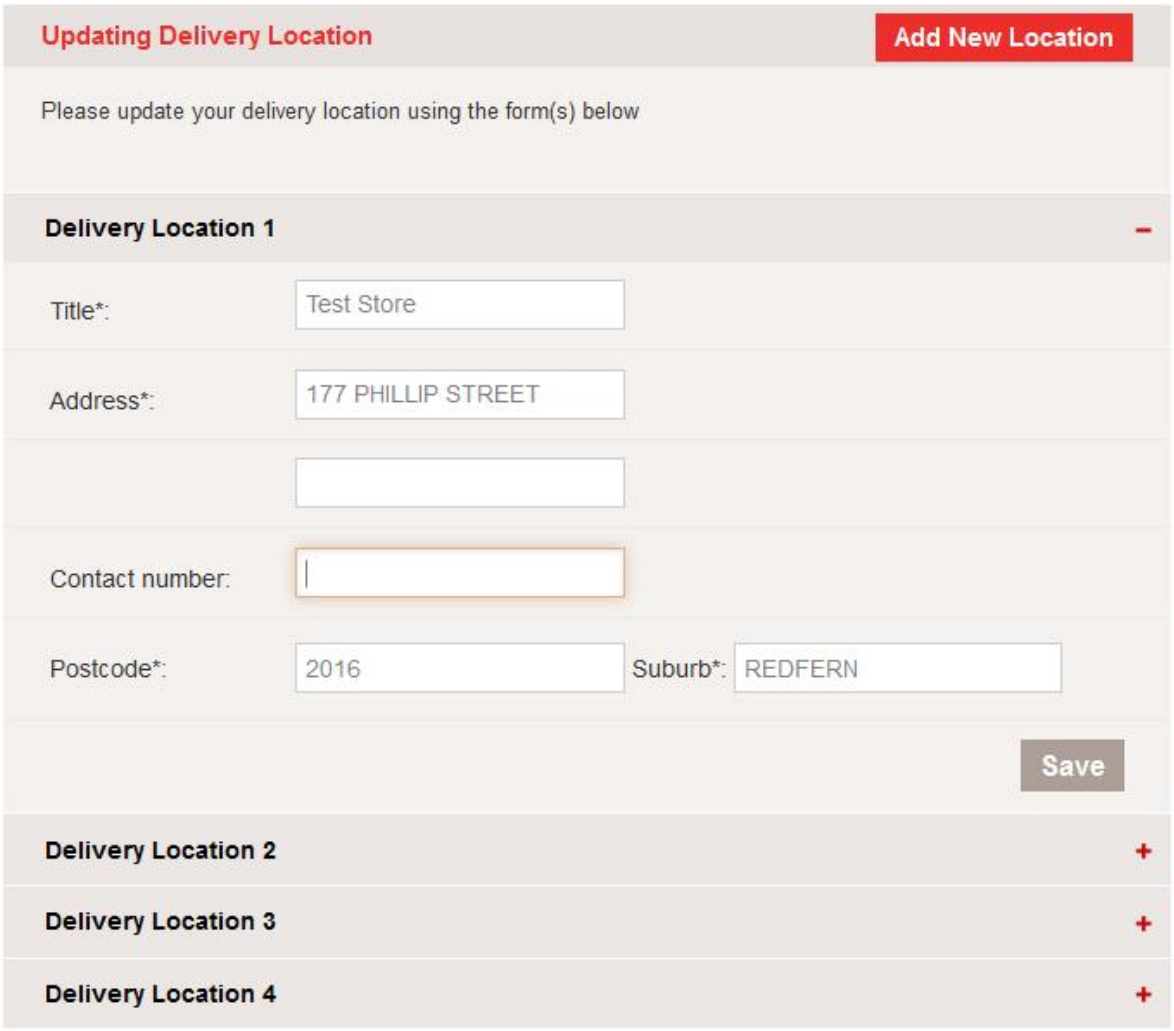
20.5 Adding or editing the store delivery location.



When a store is given Pro Forma access, a store delivery address is added from JDE records, to be used as the address when store delivery is chosen for an order.

Once given access the store admin is able to edit this address as needed or where required, add additional delivery locations for that store as required by clicking the "+add" button entering the and saving the details.

The added title will then become a drop down option on the delivery location page when a customer is selecting store delivery for an order.

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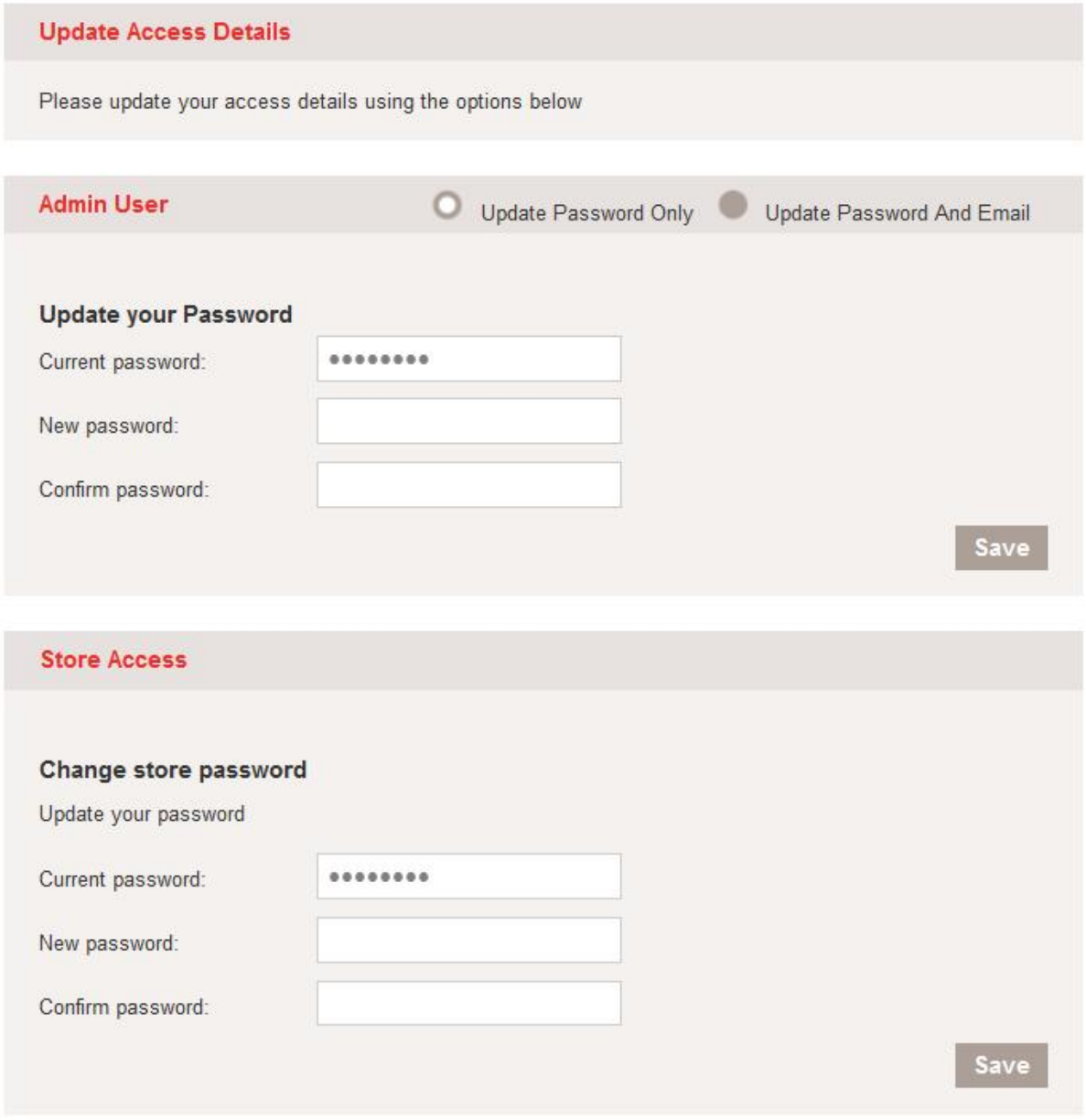
20.6 Updating the access details of the Proforma



On this page the user is able to update the access details of the store admin by selecting to update the store admin email address and password, used for log in to the "manage my store area".

The store admin is also able to update the store password used to access Trade Connect, however should the email address need to be updated Orchard will need to be contacted to complete this manually.

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